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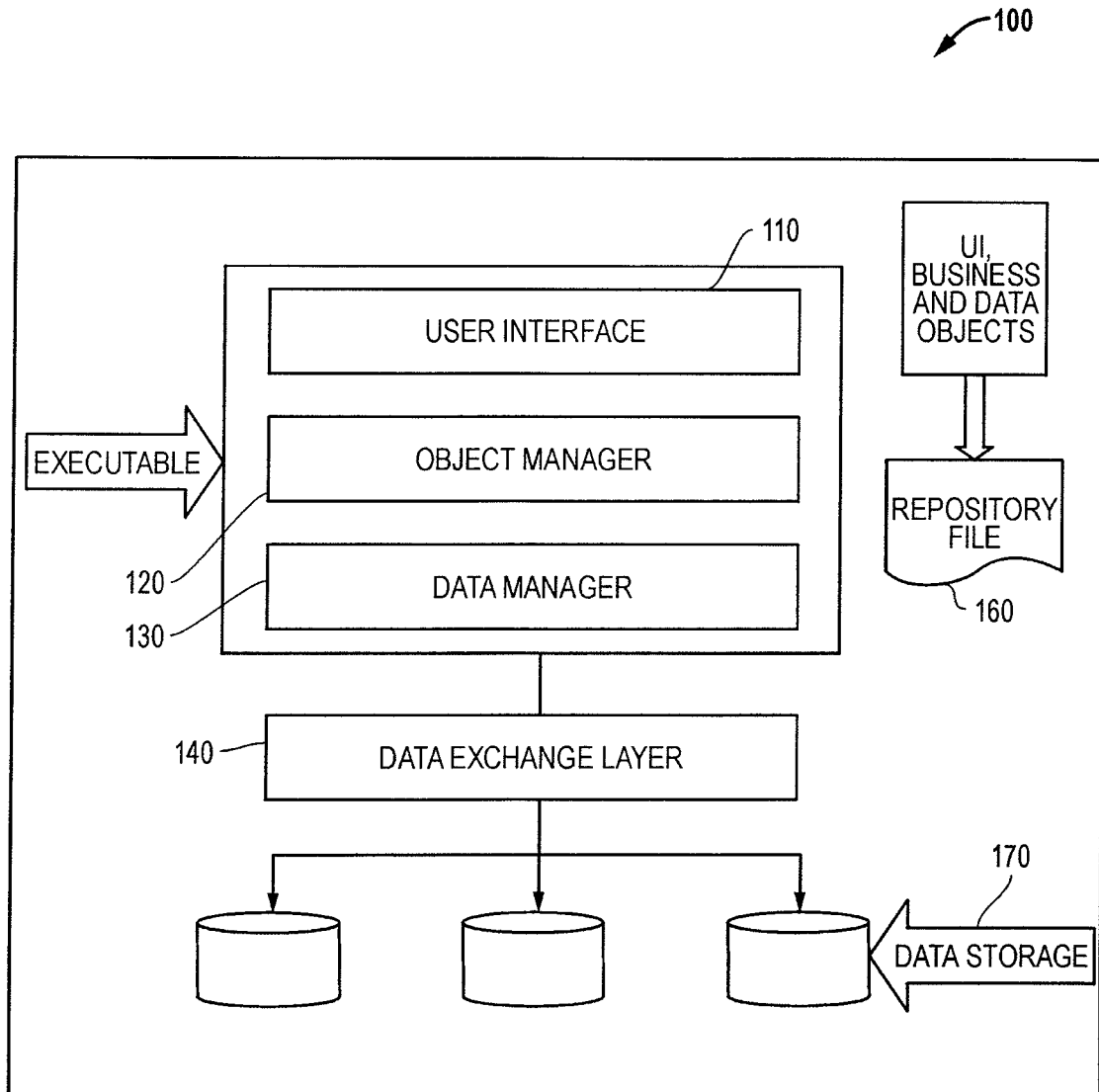


FIG. 1

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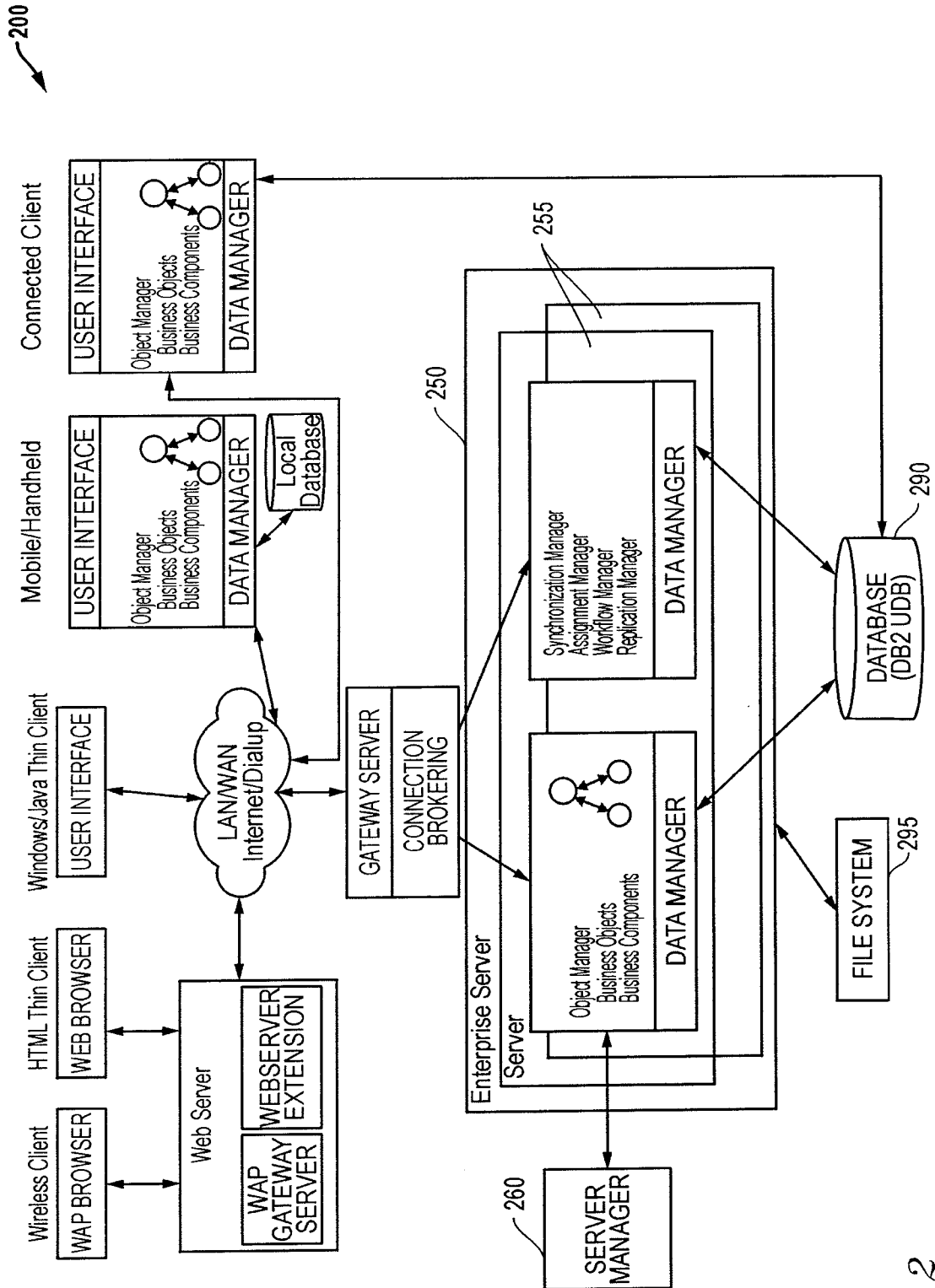


FIG. 2

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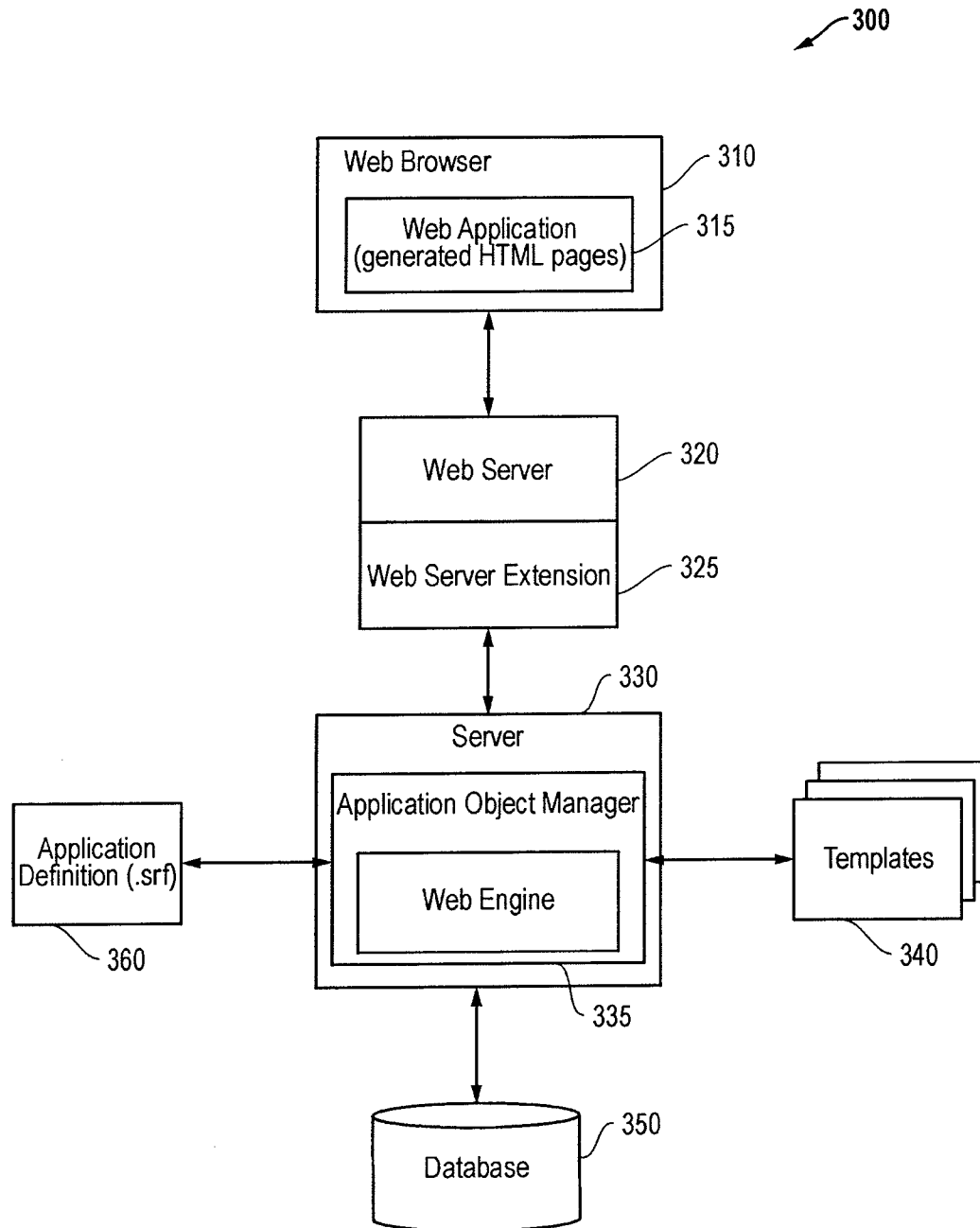


FIG. 3

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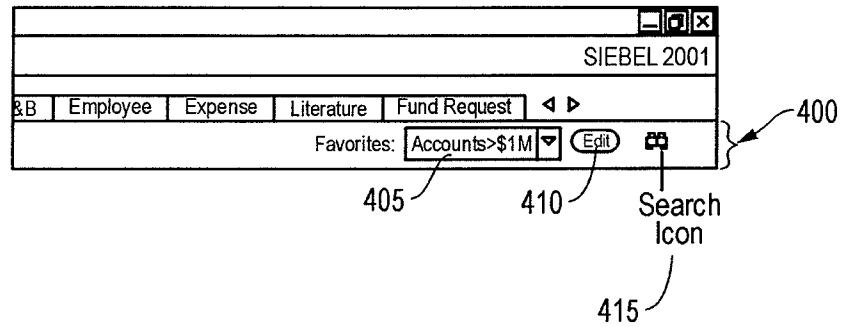


FIG. 4

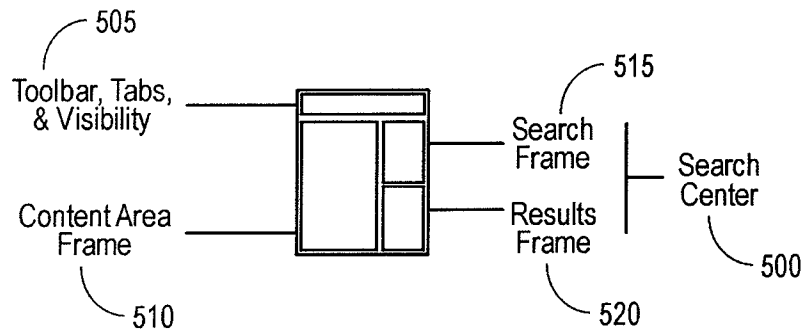


FIG. 5

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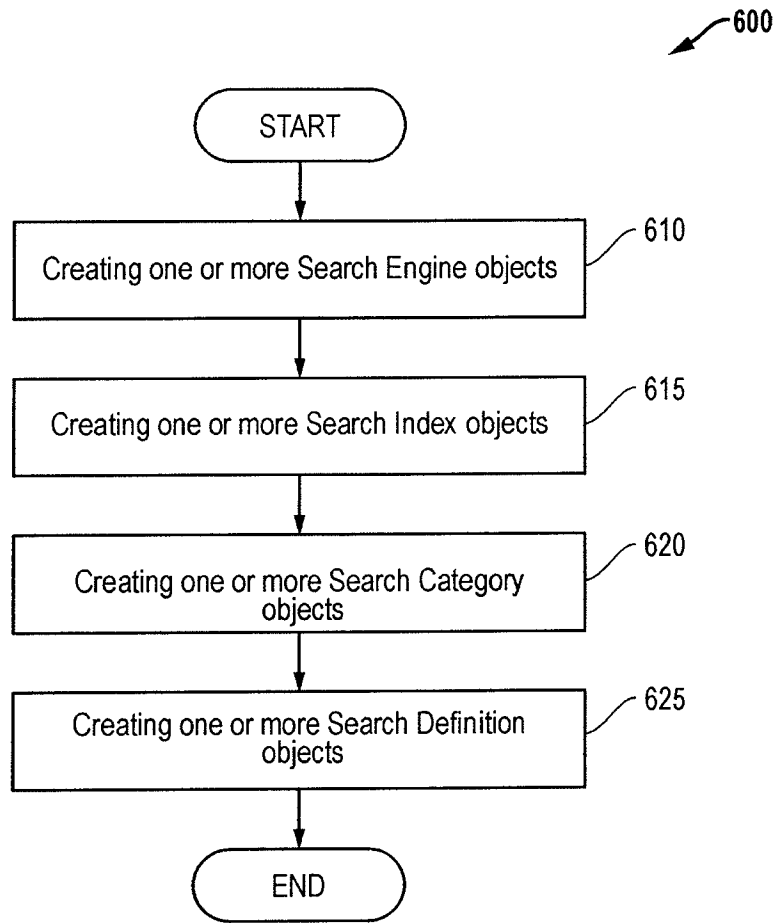


FIG. 6

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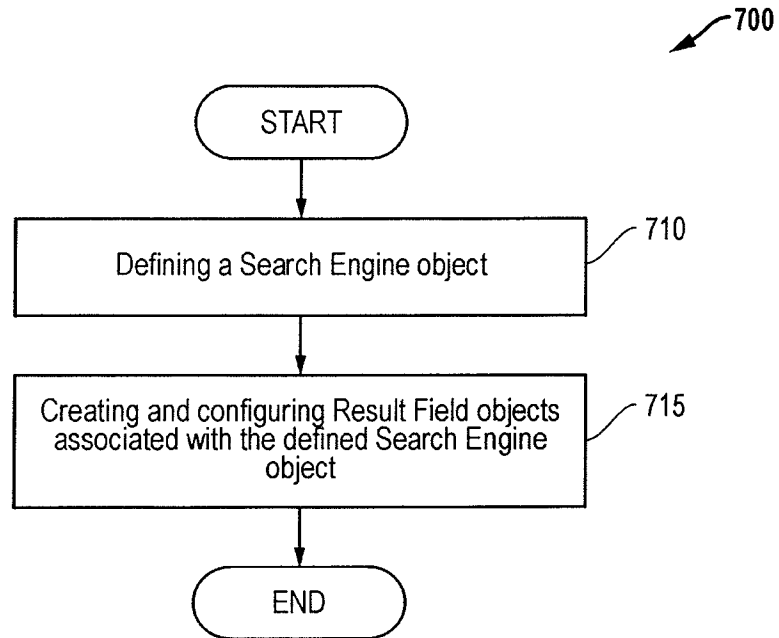


FIG. 7

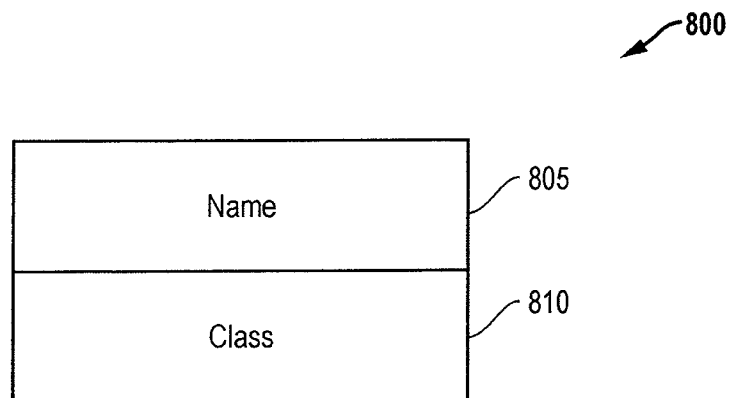
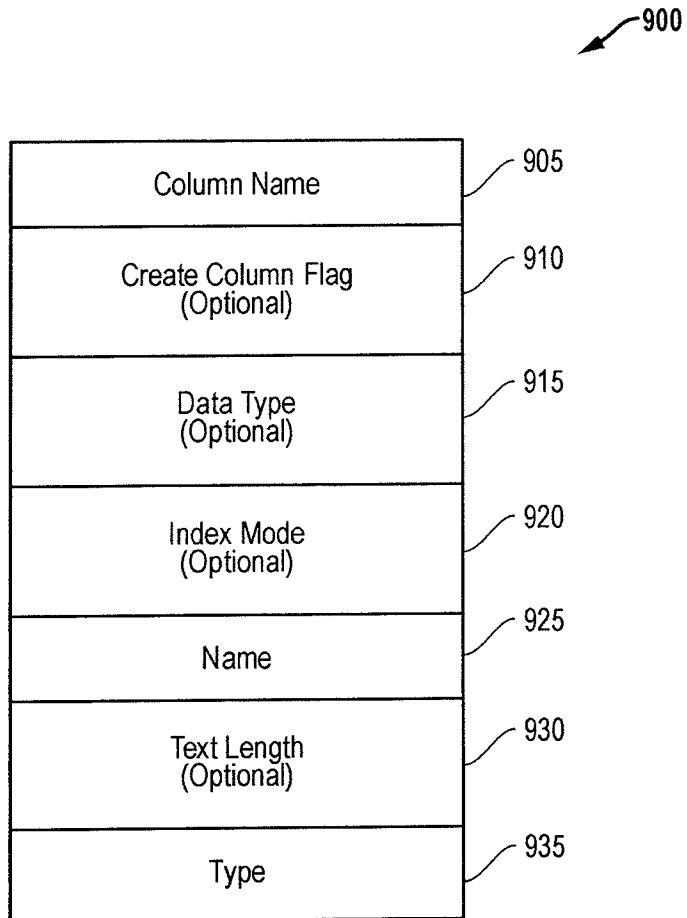


FIG. 8

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*FIG. 9*

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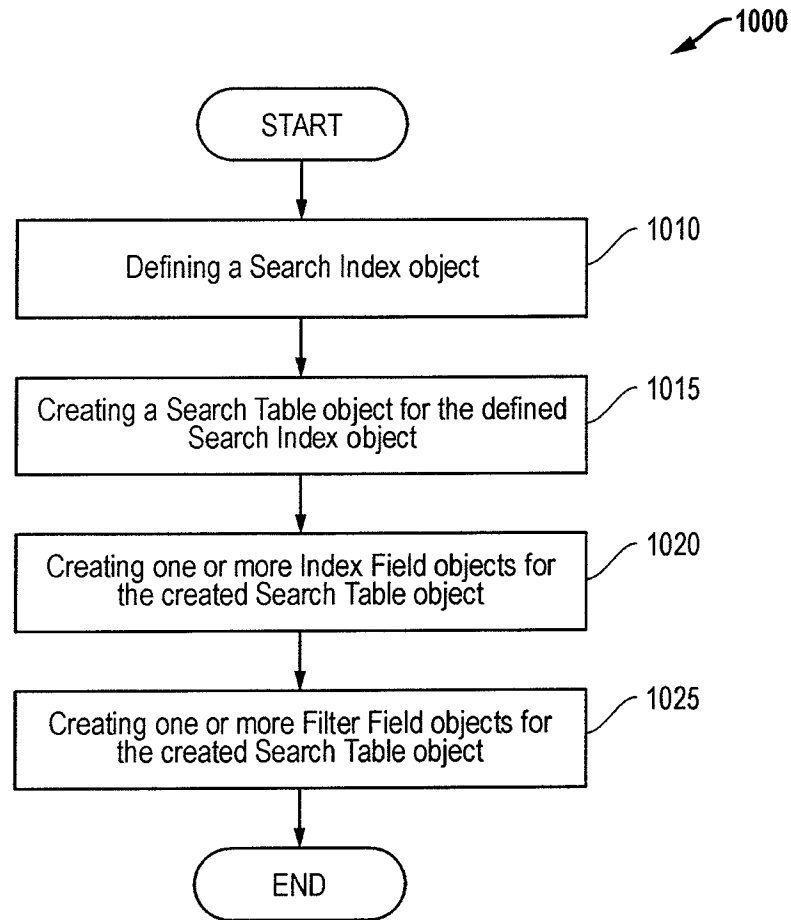
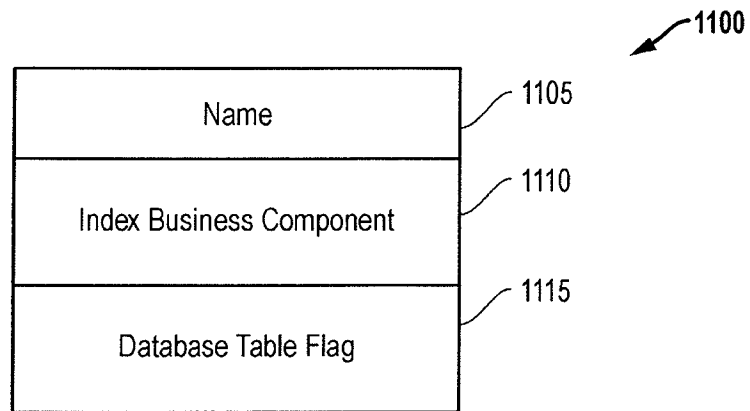


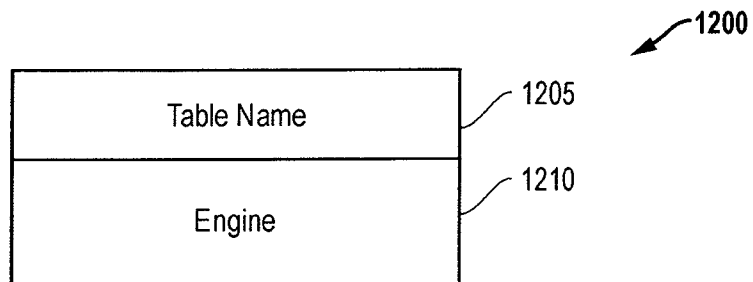
FIG. 10



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*FIG. 11*



*FIG. 12*

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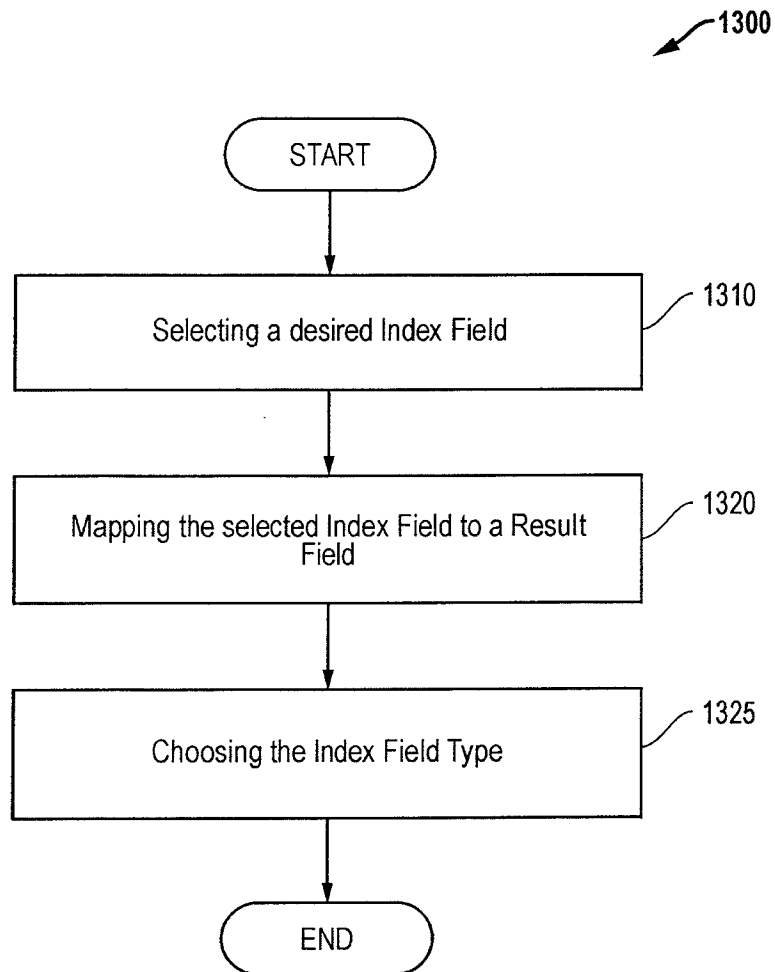


FIG. 13

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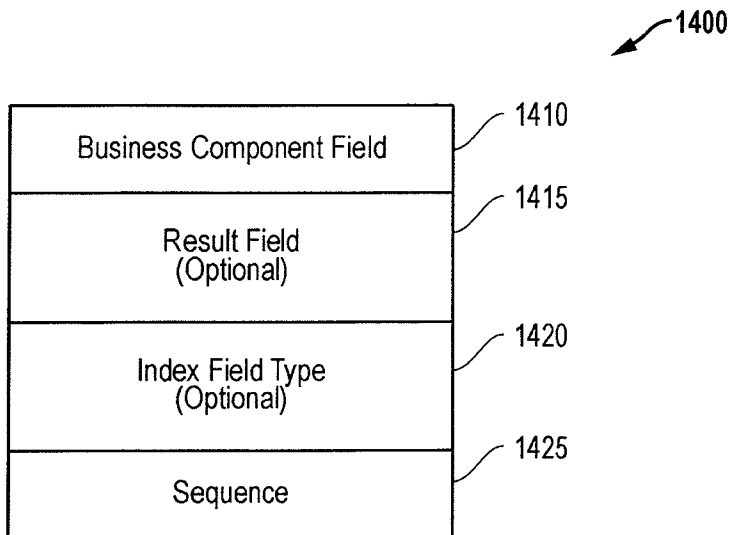


FIG. 14A

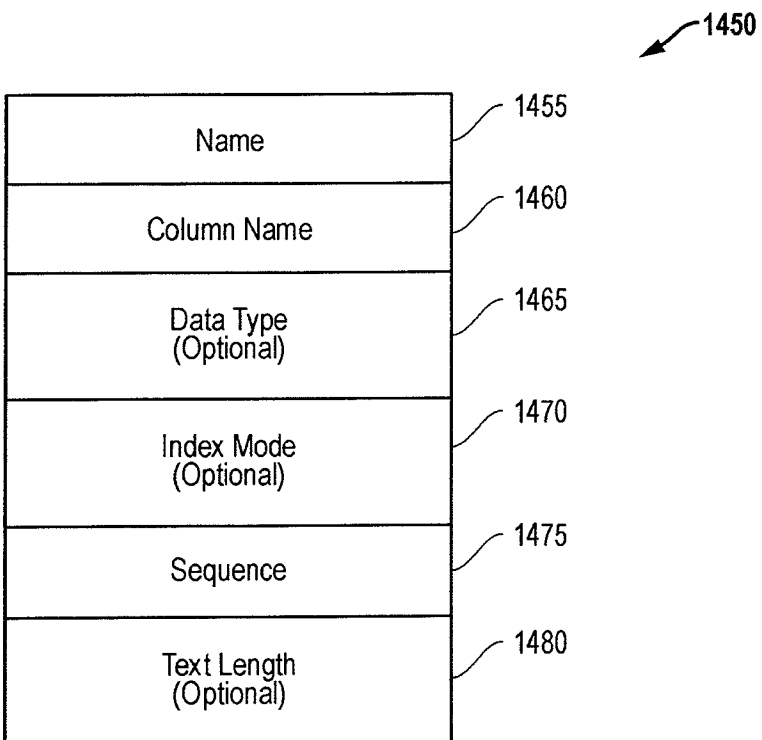


FIG. 14B

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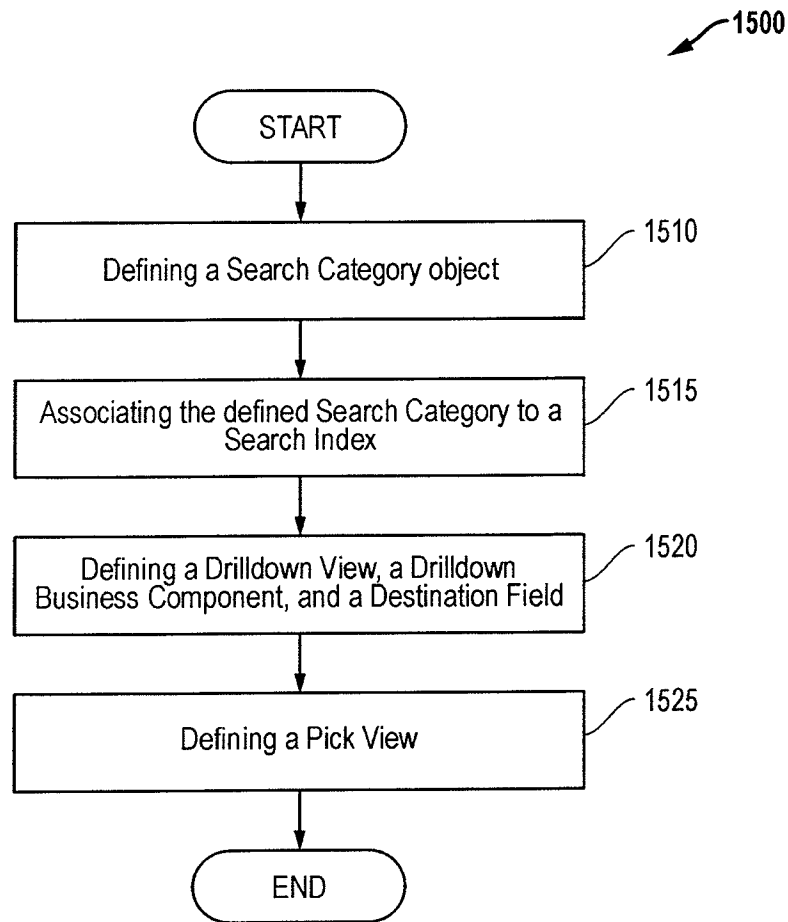


FIG. 15

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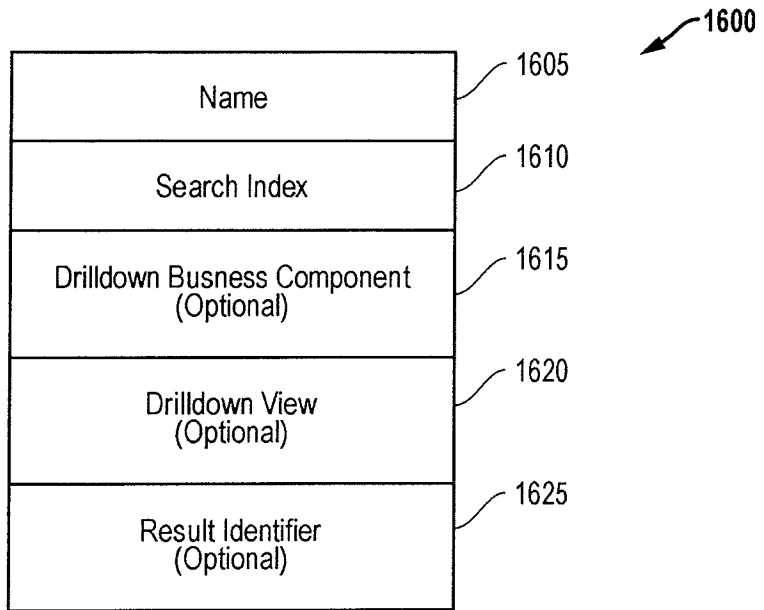


FIG. 16

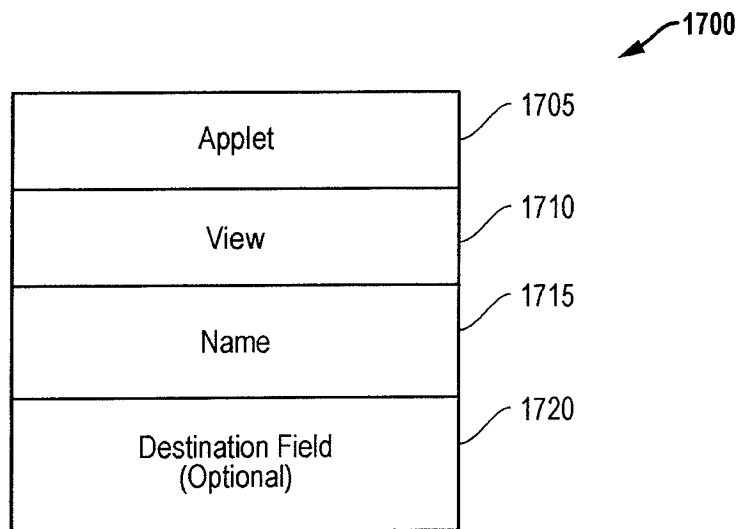


FIG. 17

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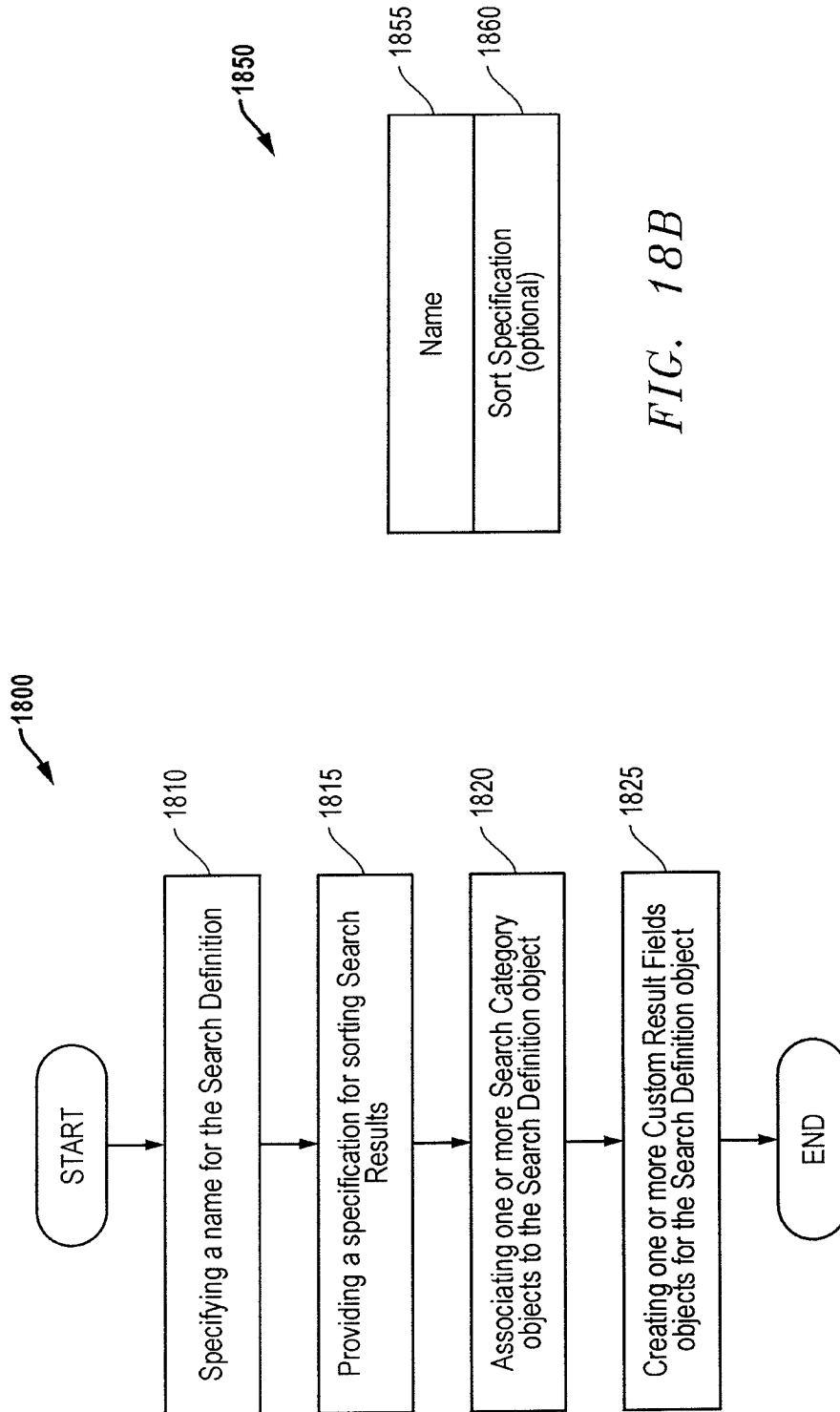


FIG. 18B

FIG. 18A

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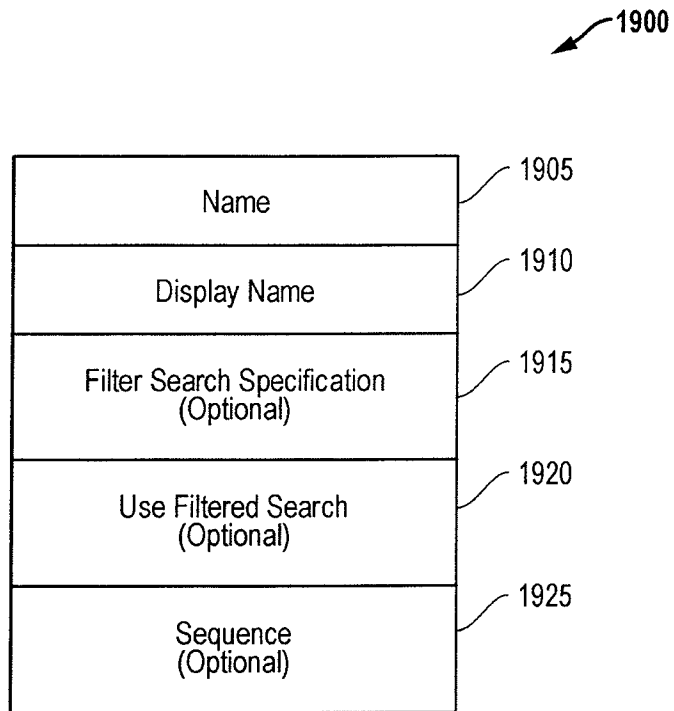


FIG. 19

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2000

Display Name (Optional)	2005
Display Format (Optional)	2010
Name	2015
Scaling Factor (Optional)	2020
Sequence	2025
Text Alignment (Optional)	2030
Use in Search (Optional)	2035
Visible (Optional)	2040
Width (Optional)	2045

FIG. 20



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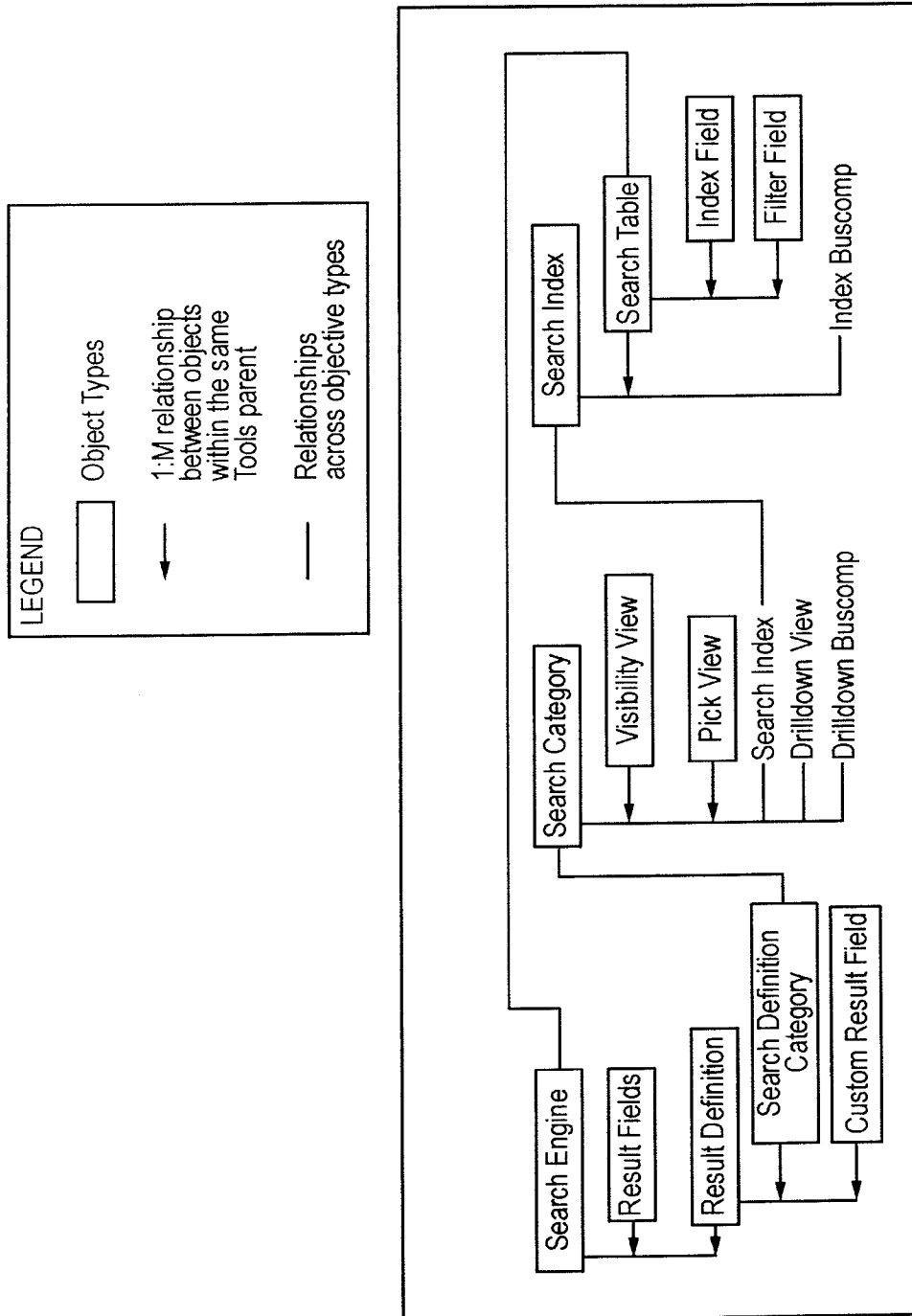


FIG. 21

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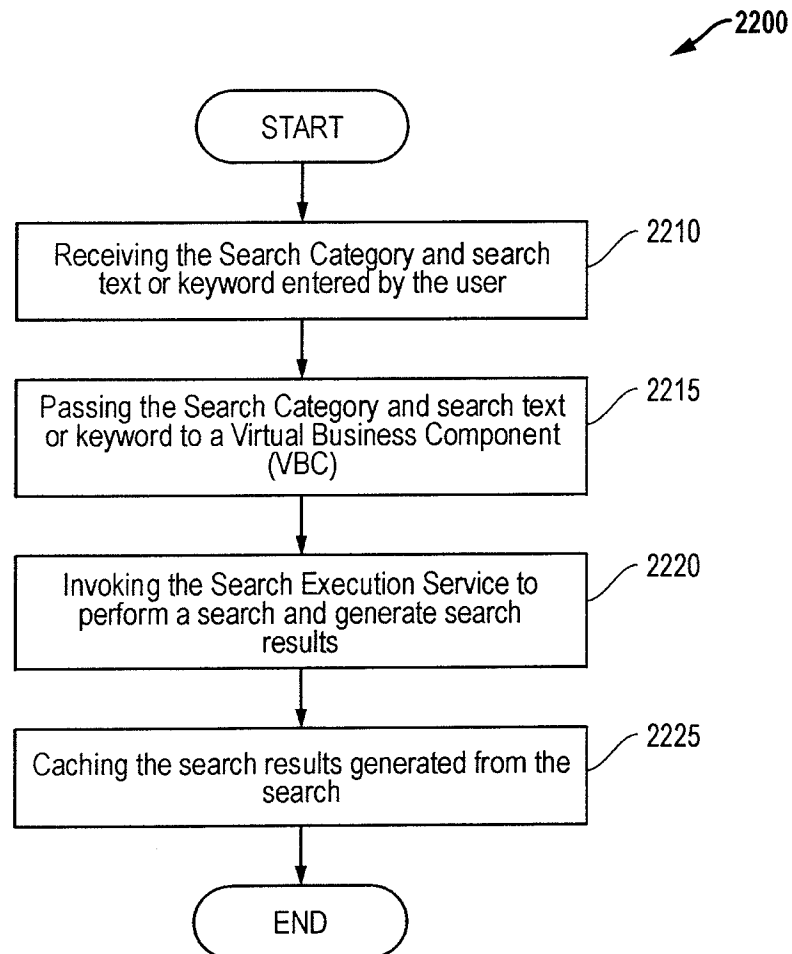


FIG. 22

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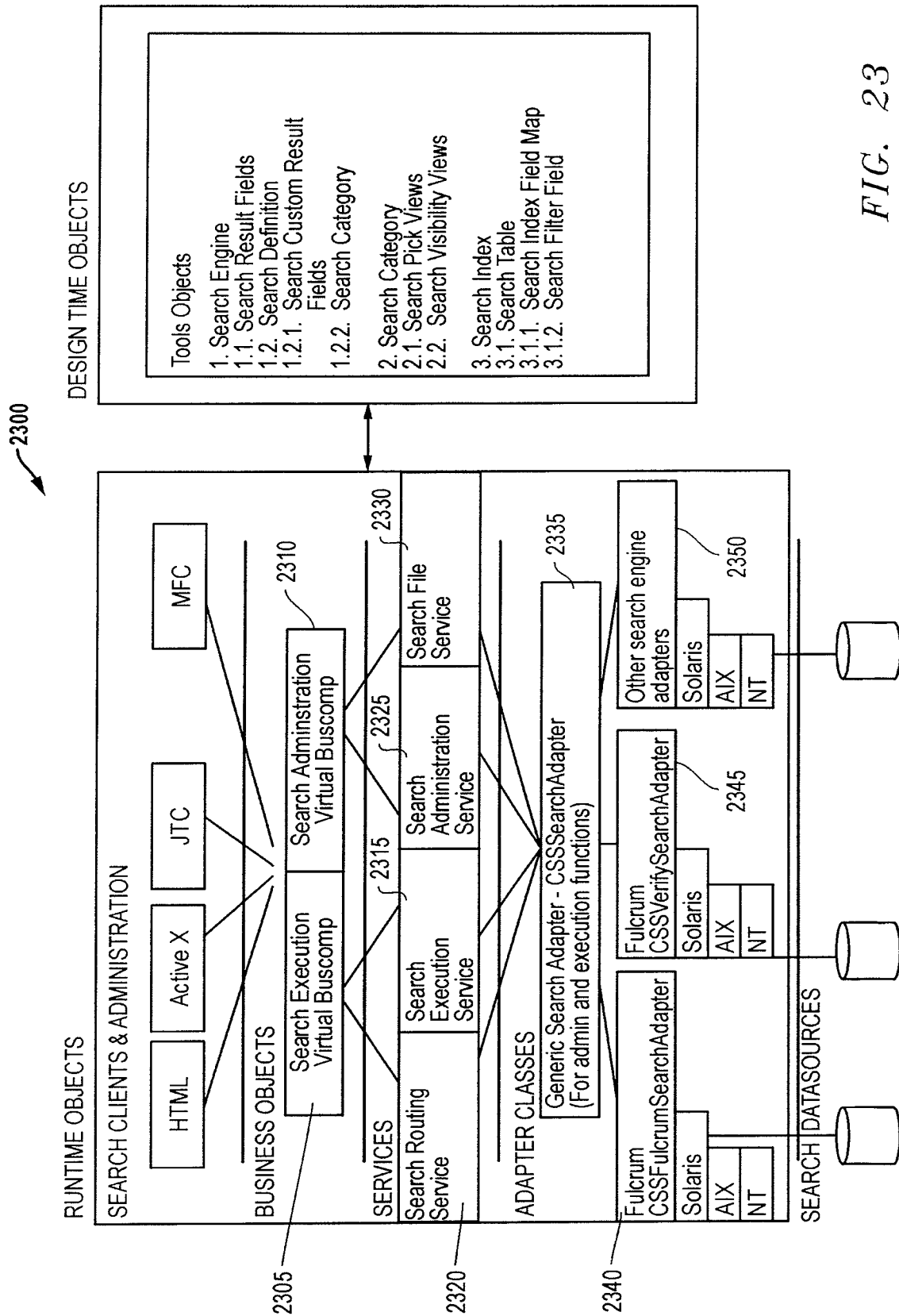


FIG. 23

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Search

Look for: 2410

All Employees

Last Name: 2415A Gorman 2415B

First Name: 2415C Richard 2415D

Division: 2415E

Search 2420A Save 2420B Reset 2420C Help 515

Close Button 2405

FIG. 24

Search

Look for: 2505

<--Service Request:

All Accounts

All Contacts

All Employees

All Opportunities

All Products

Decision Issues

Literature

Resolution Documents 2510

Solutions

Advanced Search

Help

2500

FIG. 25

21/43

2600

2625

Siebel Service 7.0

SIEBEL 2001

Service Activities Category Contacts Correspondence Decision Issues D&B Explorer Expense Literature Fund Request

File View Help Show My Service Requests

Service > My Service Request > Activity Plan

Service Request (New) Edit 1 of 2

SR#

Reference

Account

Account

Last Name: (Selected)

First Name:

Primary Phone #:

Email:

Date Opened:

Current Time:

Source:

2615

Search

Look for: All Employees

Last Name: Gorman

First Name: Richard

Division:

Search Save Reset Help

Results 1 to 3 of 3

	Last name	First name
◆	Gorman	Richard
	Gorman	Richard
	Gorman	Richard

2610

2605

2405

2620

Activities Attachments Solutions Related SRs Invoices Activity Plans Orders Customers S

(New) 1 to 3 of 3

Name	Summary	Date Opened
Hard Drive Failure	24-234B, Hard Drive Failure	05/10/2000
Server Service Process	2-1CU Server Service Process	05/28/2000
Tech Support Call	24-234A Tech Support Call	07/08/2000

Activities (New) 1 to 3 of 3

Type	Priority	Status	Description
Diagnosis	2-High	Done	Run Diagnostic software and routine peripheral utilities and inspections
Assessment	2-High	Done	Cost Repair

100 p.m. Service Level 95 Call Center Work flow meeting at 11:00 a.m. today Average Speed of Answer 0:23

In Queue 00:00:14

Item 1 of 2

23 AM 1 of 12

FIG. 26

22/43

2700

2625

SIEBEL 2001

Service | Activities | Category | Contacts | Correspondence | Decision Issues | D&B | Explorer | Expense | Literature | Fund Request

File | View | Help | Show | My Service Requests

Service > My Service Requests Activity Plans

Service Request

SR# [New] [Edit] [Delete]

Last Name: [Select] Date Opened: [ ]

First Name: [ ] Current Time: [ ]

Primary Phone #: [ ] Source: [ ]

Account [Select] Email: [ ]

2615

2710

Search

Look for: [ ] 2605

Advanced Search [ ] 2720

Keywords: [ ]

hard drive [ ]

Inc [ ]

☒ Solutions

☒ Service Requests

☒ Literature

☒ Activities

2715

2725

[Save] [Reset] [Search] [Help]

2730

Results

[ ] [ ] 1 to 6 of 3

Type	Summary
Literature	Repairing the WD-2000 Hard D
Literature	2-1CU Server Service Process
Literature	50741WD 28001 Hard Drive
Service Request	24-234B Tech Support Call
Service Request	24-234A Tech Support Call
Solution	2-1CU Server Service Process

Activities

[New] [ ] [ ] 1 to 3 of 3

Type	Priority	Status	Description
Hard Drive Failure	2-High	Done	Run Diagnostic software and routine peripheral utilities and inspections
Server Service Process	2-High	Done	Cost Repair
Tech Support Call	2-High	Done	

2700

Service Level 95

Call Center Work flow meeting at 11:00 a.m. today

Average Speed of Answer 0:23

In Queue 00:00:14

Item 1 of 2

1 of 12

FIG. 27

23/43

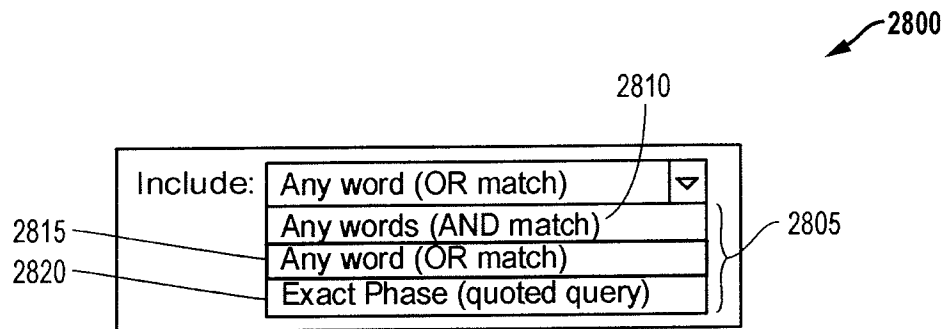


FIG. 28

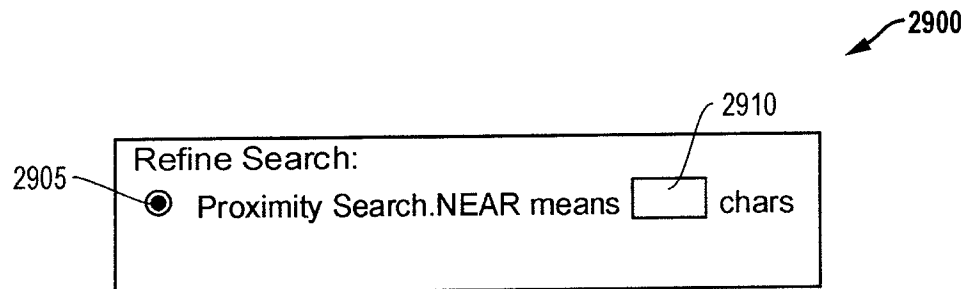


FIG. 29

24/43

3000

http://smqain142calcenter/start.swe - Microsoft Internet Explorer

File Edit View Favorite Tools Help

Back Forward Stop Search History Address: http://smqain142calcenter/start.swe

File Edit View Favorite Query Help Site Map Help Profile Logout

Home Accounts Activities Agreements Assets Calendar Campaigns Communications Contacts Dispute Issues Opportunities Orders

Show: Search Indices

Search Indices:

Index Settings

Find No Records

Name Description Language Delete

Default Setting

ENU

Index Buscomp Refresh All No Records

Name	Index Buscomp	Table Name	Exists	External Location	Index Status	Save
Auction Item	Auction Item Detail	FUL_AUCT			205 Records Indexed 3 Records Not Indexed	E
Catalog Category	Catalog Category	FUL_CAT	✓		45 Records Indexed 0 Records Not Indexed	E
Decision Issue	Decision Issue	FUL_DEC	✓		15 Records Indexed 1 Records Not Indexed	E
Document		FUL_EXTDOC	✓	\\SMQAIN142DIV\edsearch_docs	5 Records Indexed 4 Records Not Indexed	E
Literature	Sales Tool	FUL_LIT	✓		173 Records Indexed 0 Records Not Indexed	E
Product	Internal Product	FUL_PROD	✓		8 Records Indexed 8 Records Not Indexed	E
Resolution Documents	SR Resolution Item	FUL_RESDOC	✓			E

Done

Start Network Inbox http:// FWI Pall Questio... D:sea...

Local Internet 8:12pm

3005

3010

FIG. 30



Application No.:  
First Inventor  
Notice of Allowance dated:  
Title:

09/883,598  
Pavitra Subramaniam  
June 14, 2007  
SYSTEM AND METHOD TO ENABLE SEARCHING  
ACROSS MULTIPLE DATABASES AND FILES USING A SINGLE SEARCH

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3100

http://smqain142/calcenter/start.swe - Microsoft Internet Explorer

File Edit View Favorite Query Help

Back Search History Address: http://smqain142/calcenter/start.swe

File Edit View Favorite Query Help Site Map Help Profile Logout

Home Accounts Activities Agreements Assets Calendar Campaigns Communications Contacts Dispute Issues Opportunities Orders

Show: Index Settings

Search Admin Settings:

Default Settings (New) (Copy) (Find) (No Record)

Name	Description	Language	Delete	Save
Default Setting		ENU	<input type="checkbox"/>	<input type="checkbox"/>

3105

Name	Value	Delete	Save
Normalization	DEFAULT	<input type="checkbox"/>	<input type="checkbox"/>
Stopfile	c:\program files\texturum\fulltext\test\stop	<input type="checkbox"/>	<input type="checkbox"/>
Translation Table	WIN_LATIN	<input type="checkbox"/>	<input type="checkbox"/>

3110

Done

Start Network Inbox http:// FW: Pa... Questio... D:\sea... Local Internet 8:17pm

FIG. 31

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3200

http://localhost:8080/Start.swe - Microsoft Internet Explorer

File Edit View Favorite Query Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address: http://localhost:8080/Start.swe

Site Map Help Profile Logout

Home Accounts Activities Agreements Assets Calendar Campaigns Communications

Show: Advanced Settings

Search Settings:

Settings

Name	Description	Language	Default	Delete	Save
Advanced Settings (English)		ENU	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3205

Setting Properties

Name	Value	Delete	Save
Character Set	WIN_LATIN1	<input type="checkbox"/>	<input type="checkbox"/>
Max Search Rows	500	<input type="checkbox"/>	<input type="checkbox"/>
Normalization	DEFAULT	<input type="checkbox"/>	<input type="checkbox"/>
Proximity Search	80	<input type="checkbox"/>	<input type="checkbox"/>
Relevance Method	2:4	<input type="checkbox"/>	<input type="checkbox"/>
Search Term Separator	OR	<input type="checkbox"/>	<input type="checkbox"/>

3210

Done

Unknown Zone (Mixed)

FIG. 32

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3300

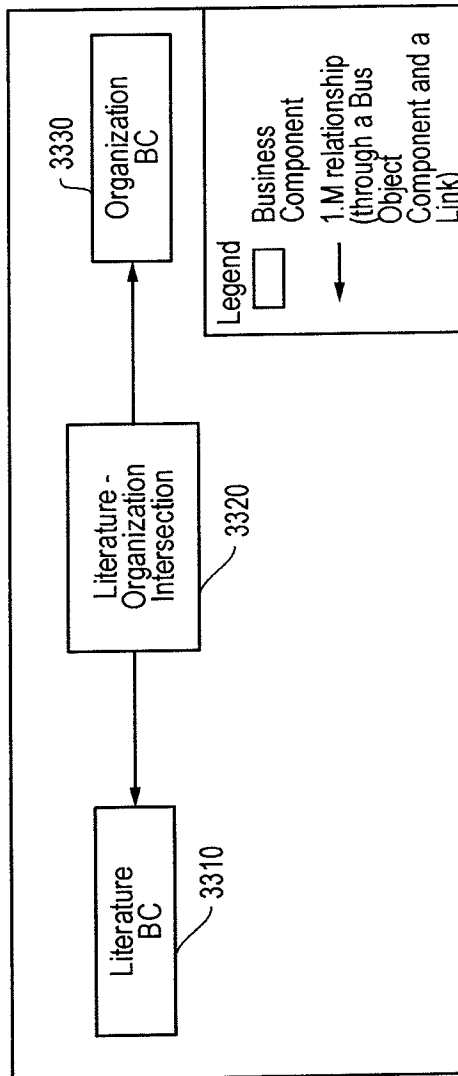


FIG. 33

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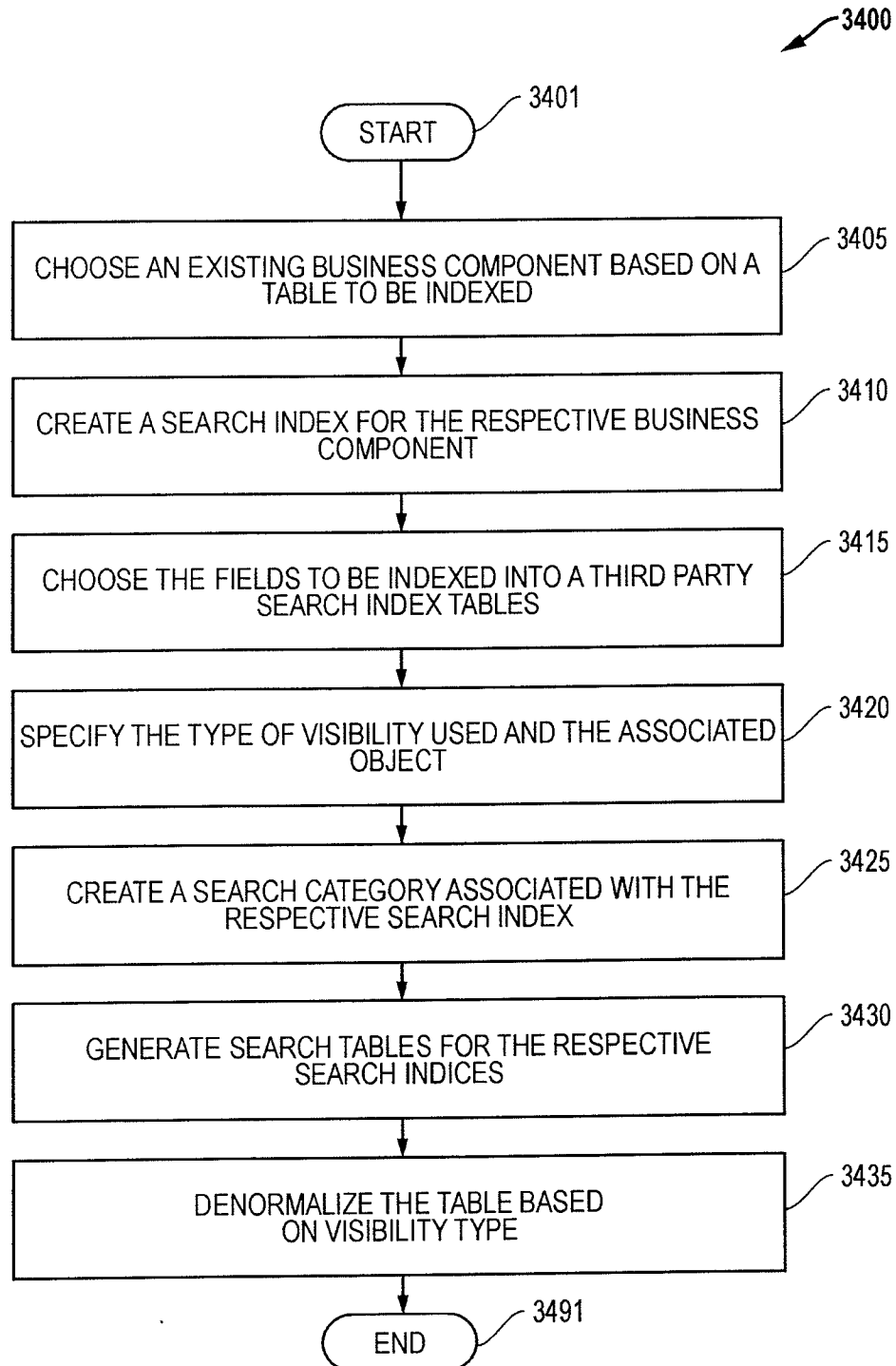


FIG. 34

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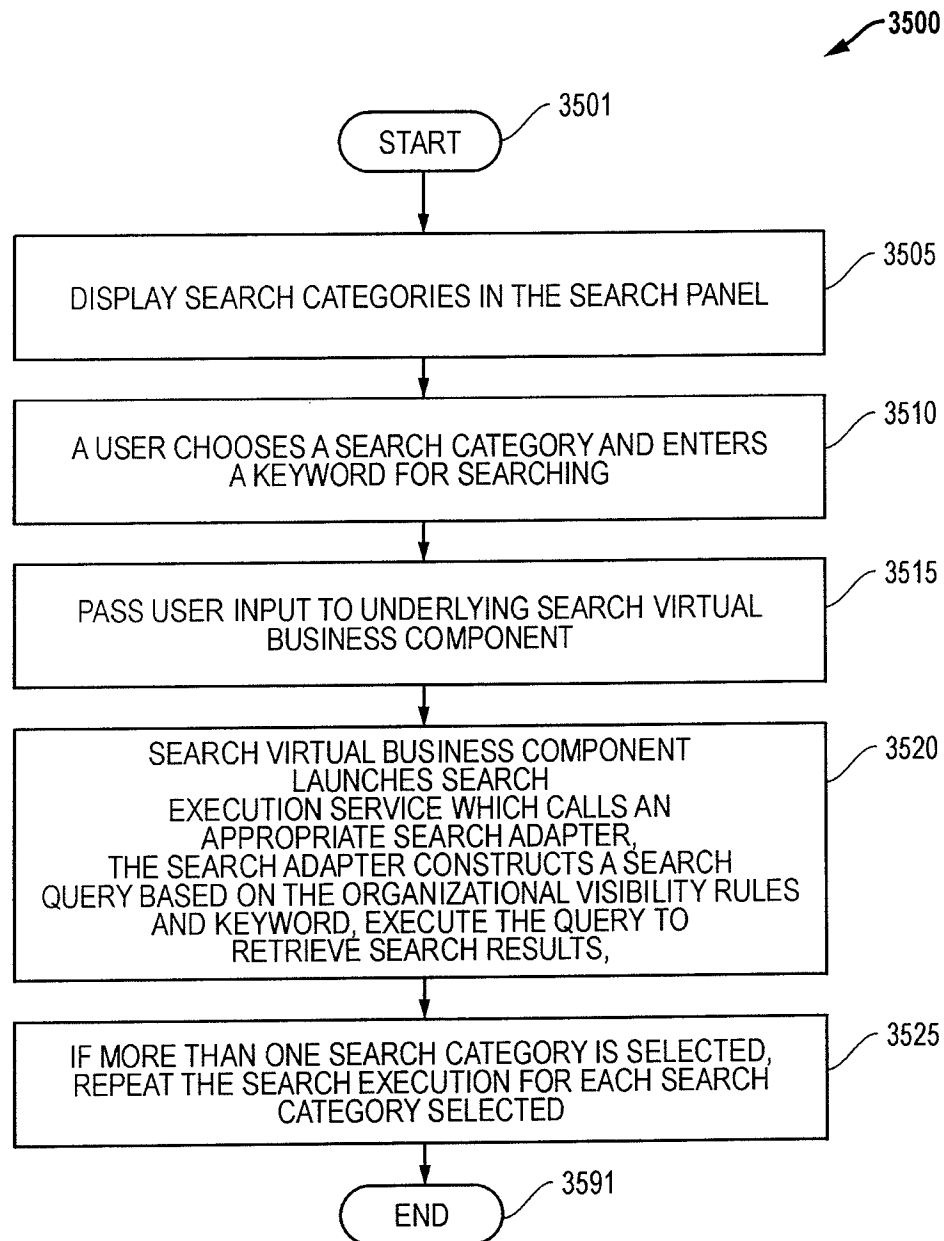
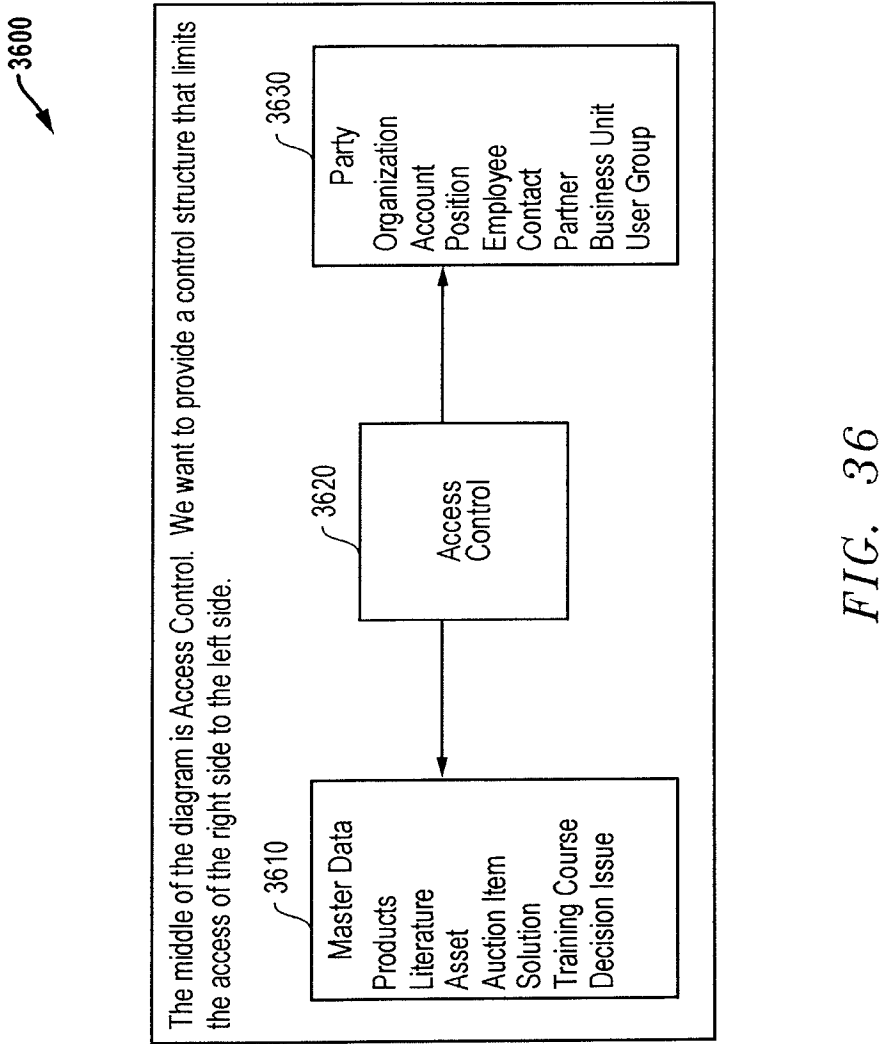


FIG. 35



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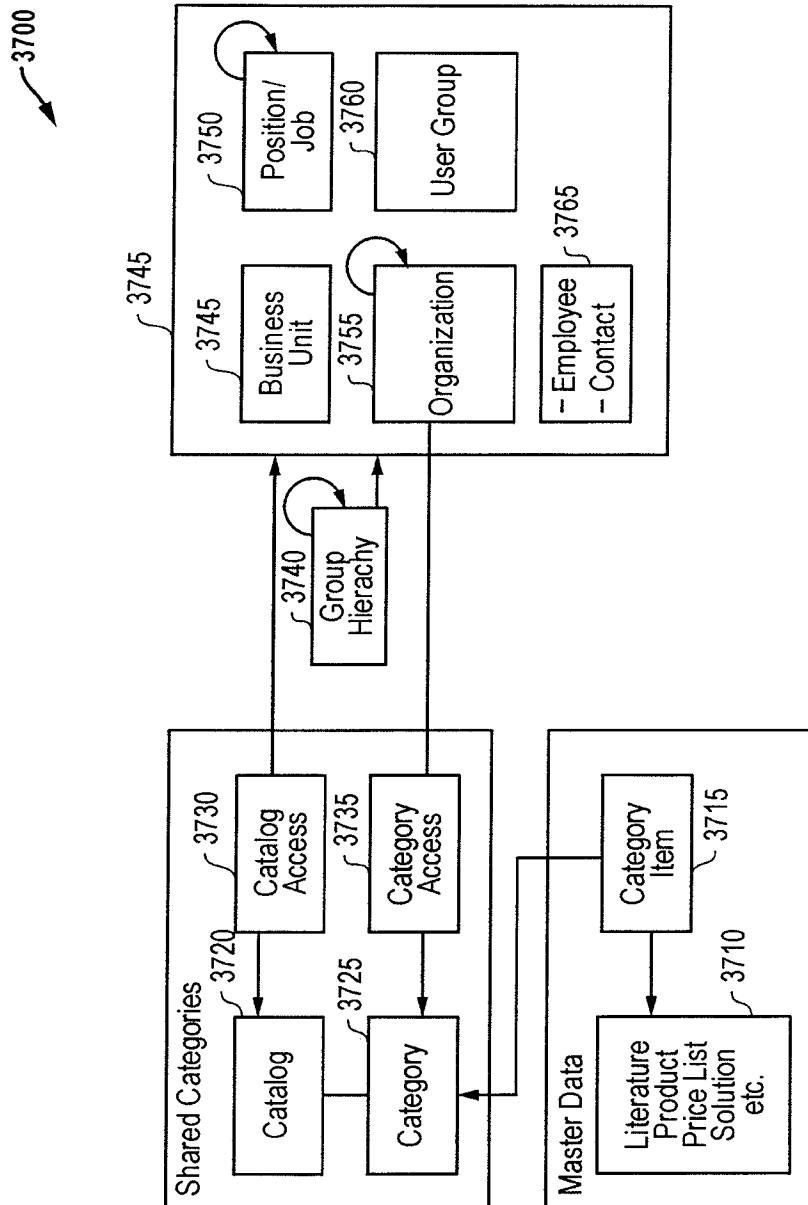


FIG. 37

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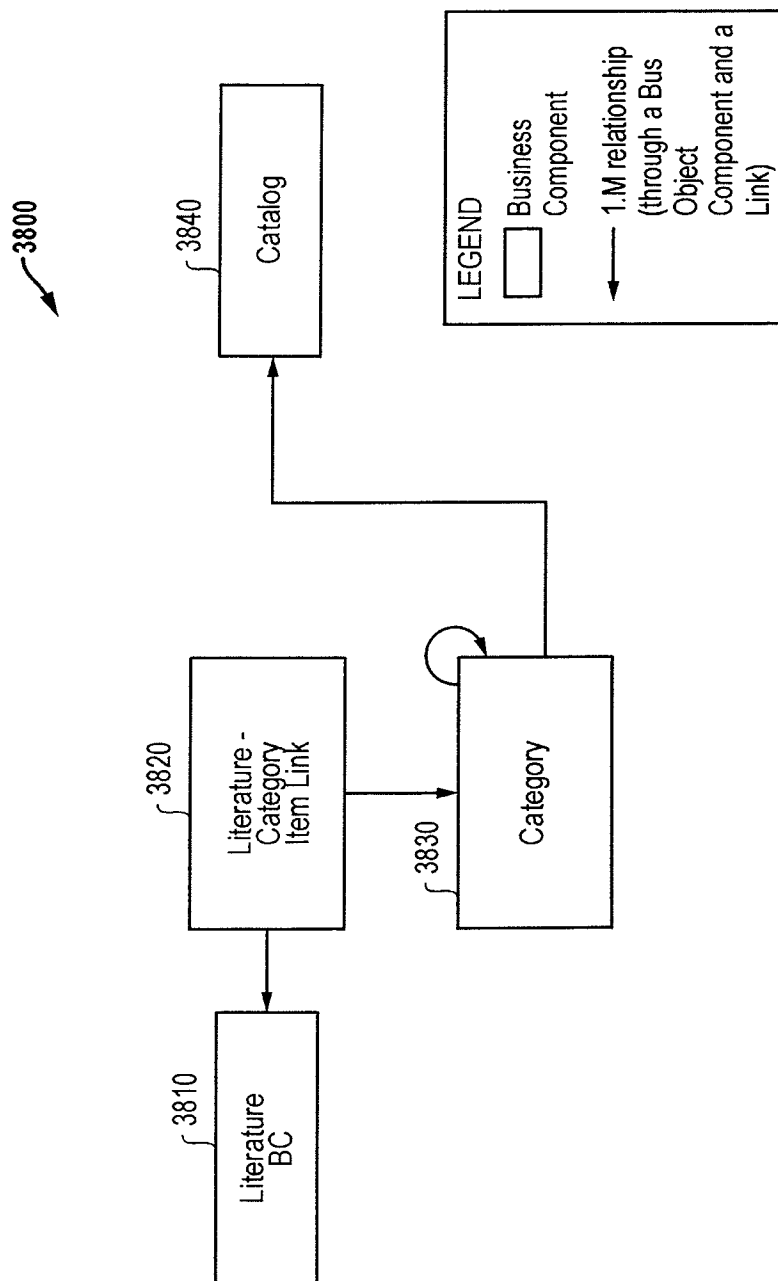


FIG. 38



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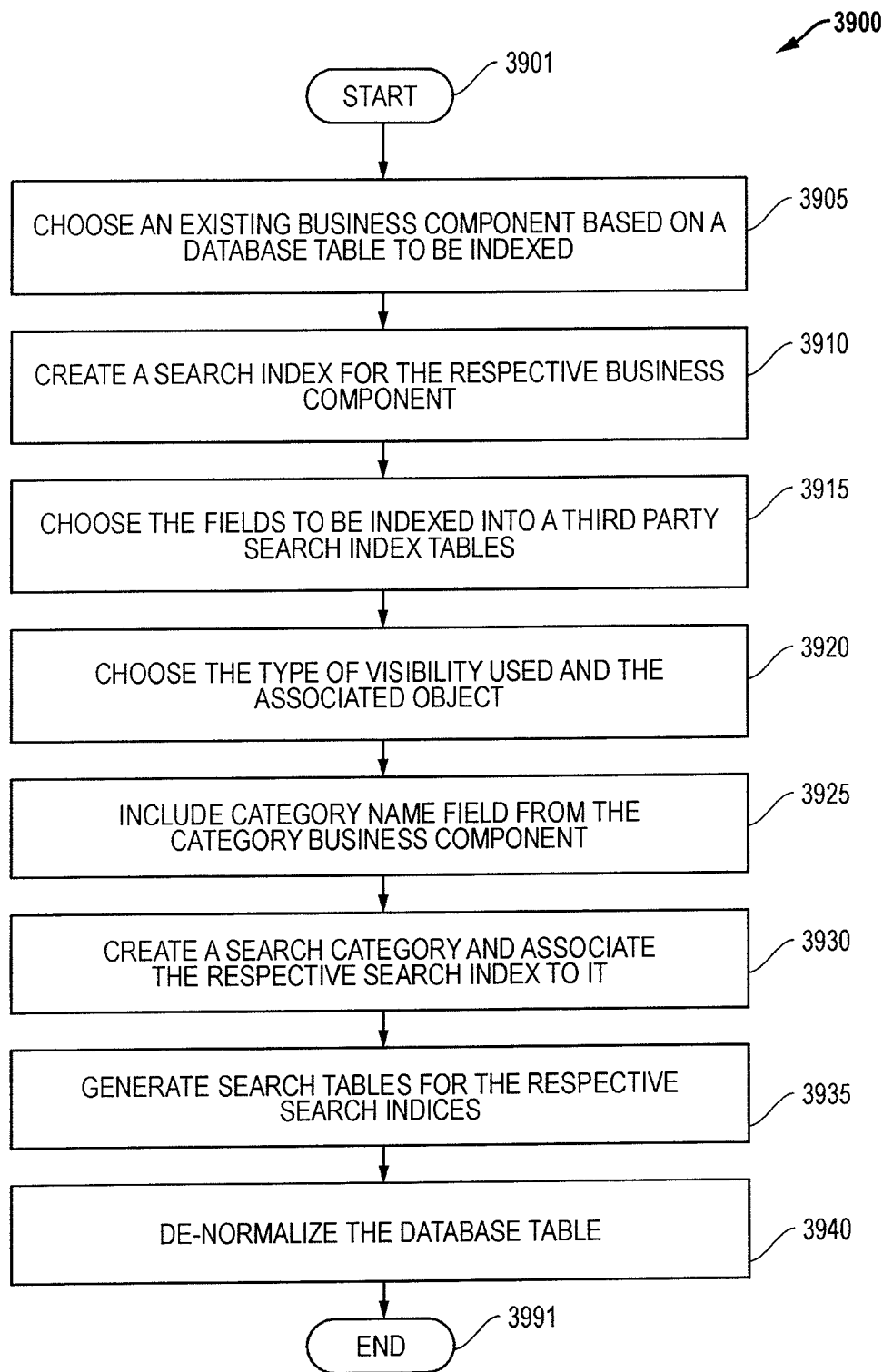


FIG. 39

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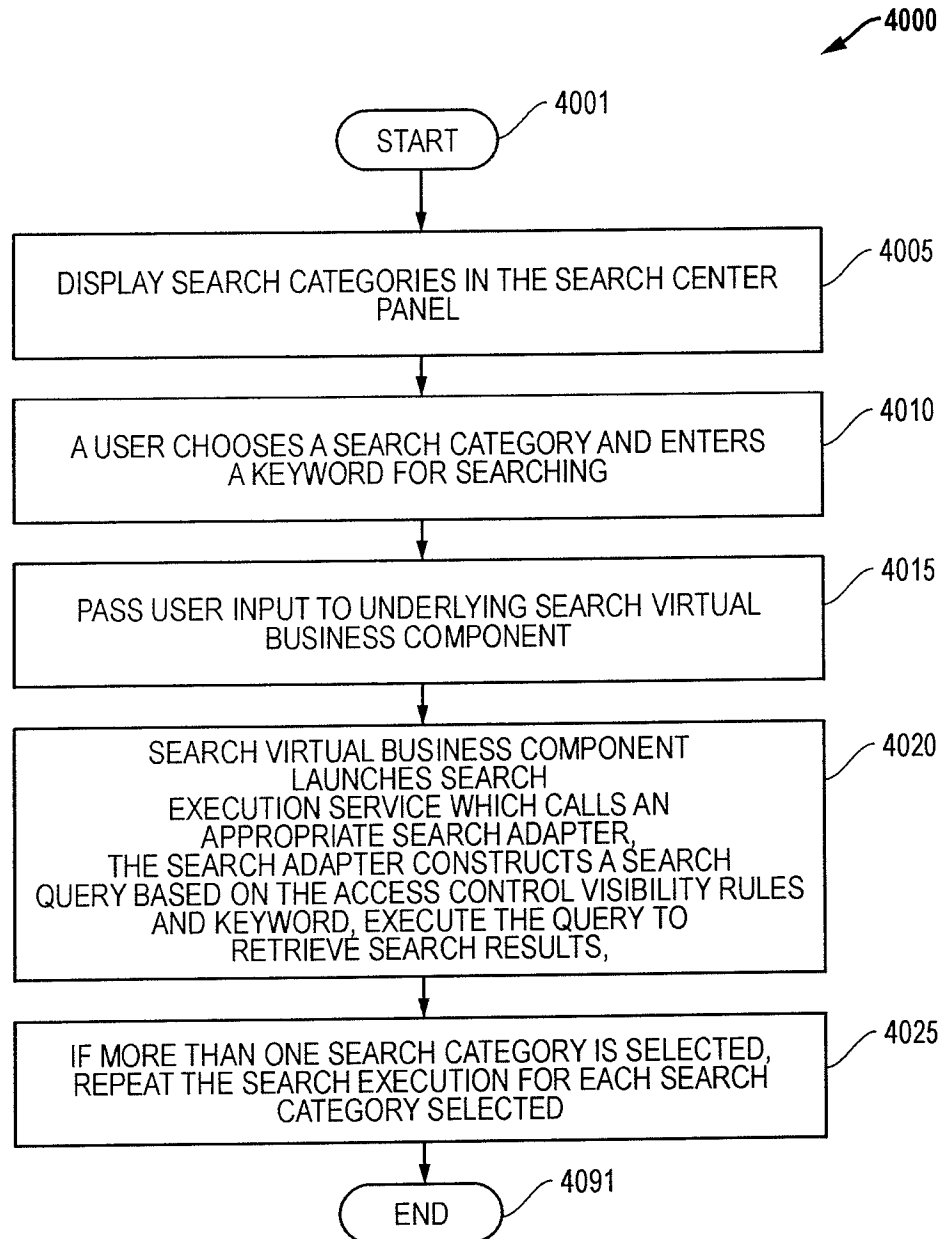


FIG. 40

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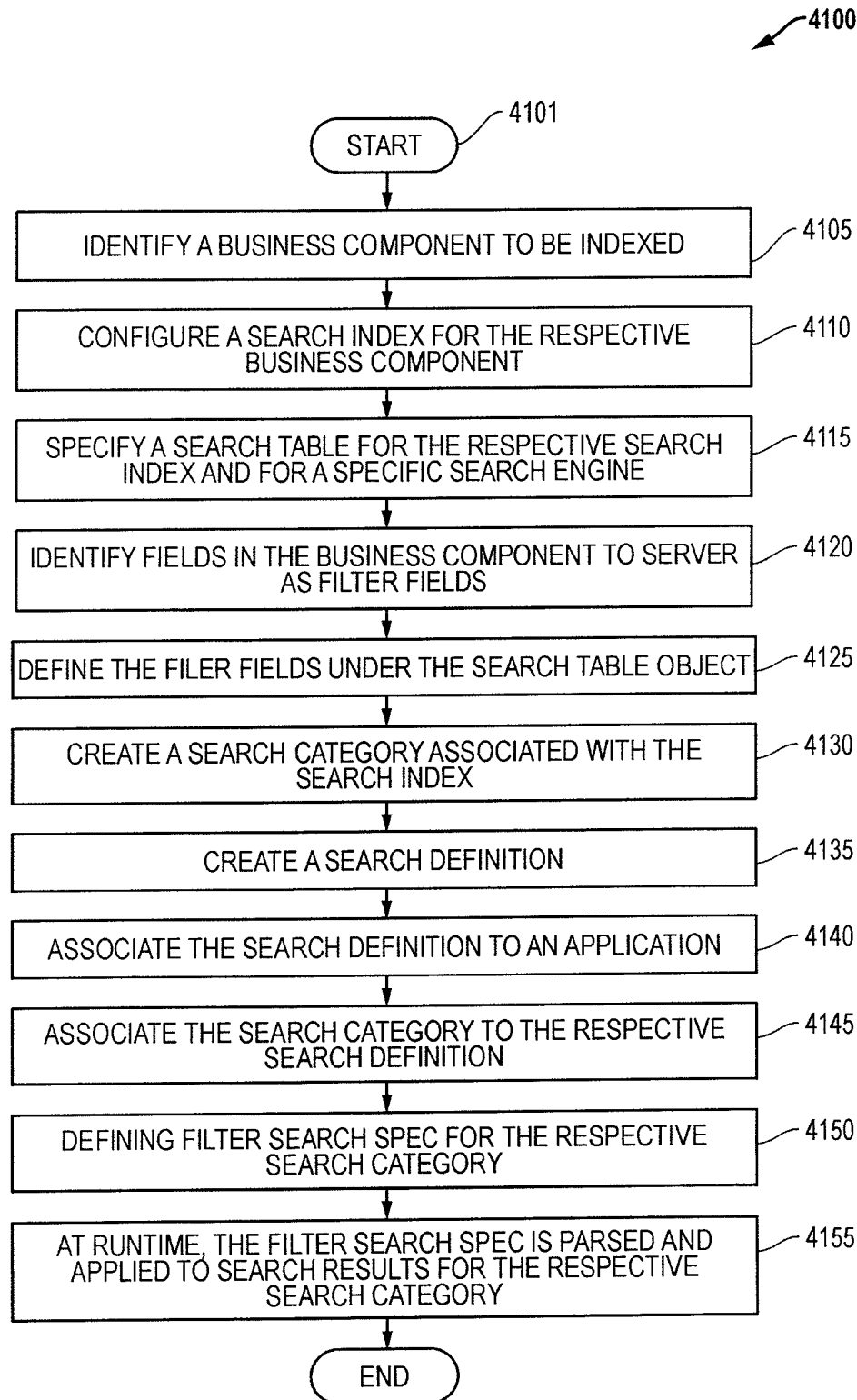


FIG. 41

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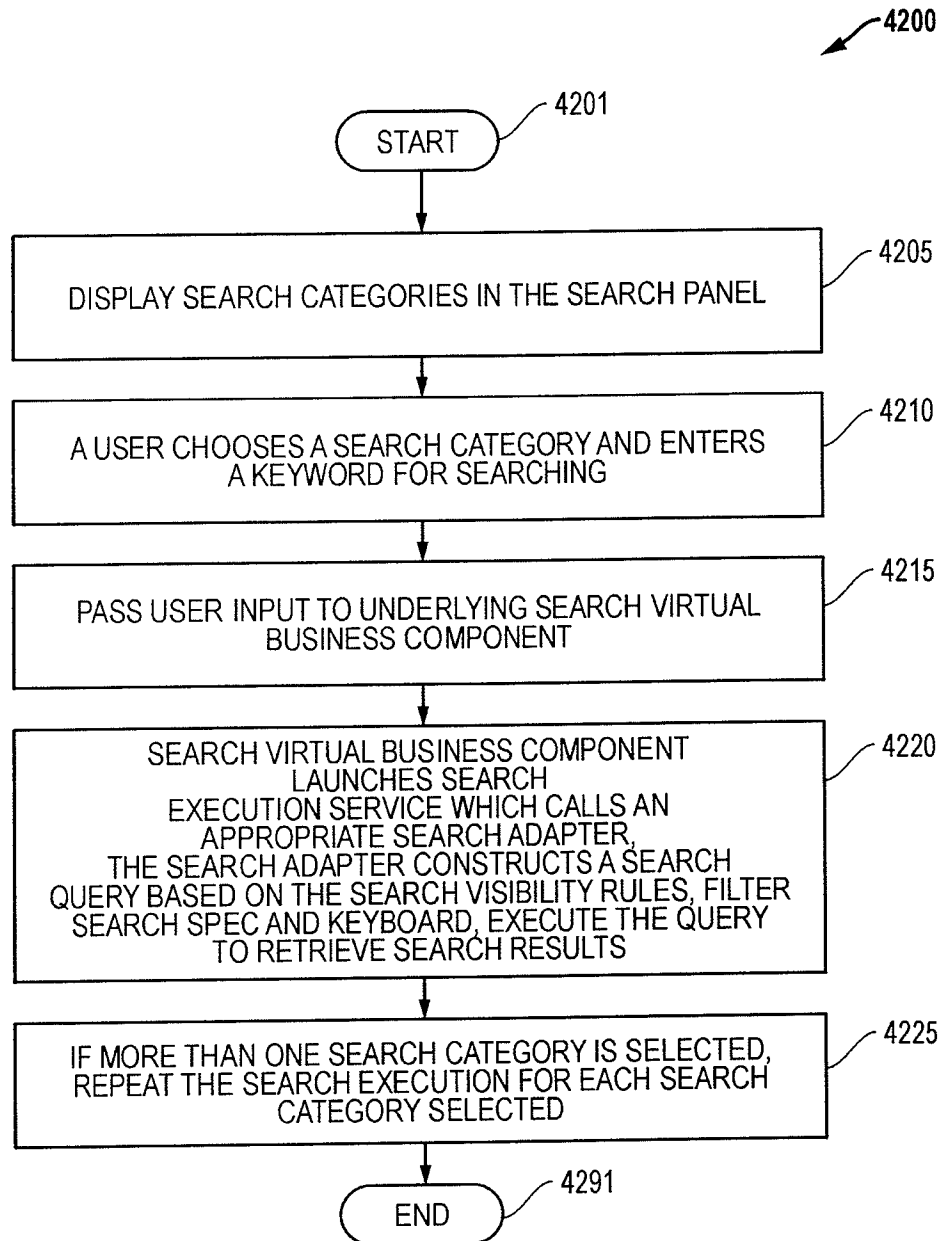


FIG. 42

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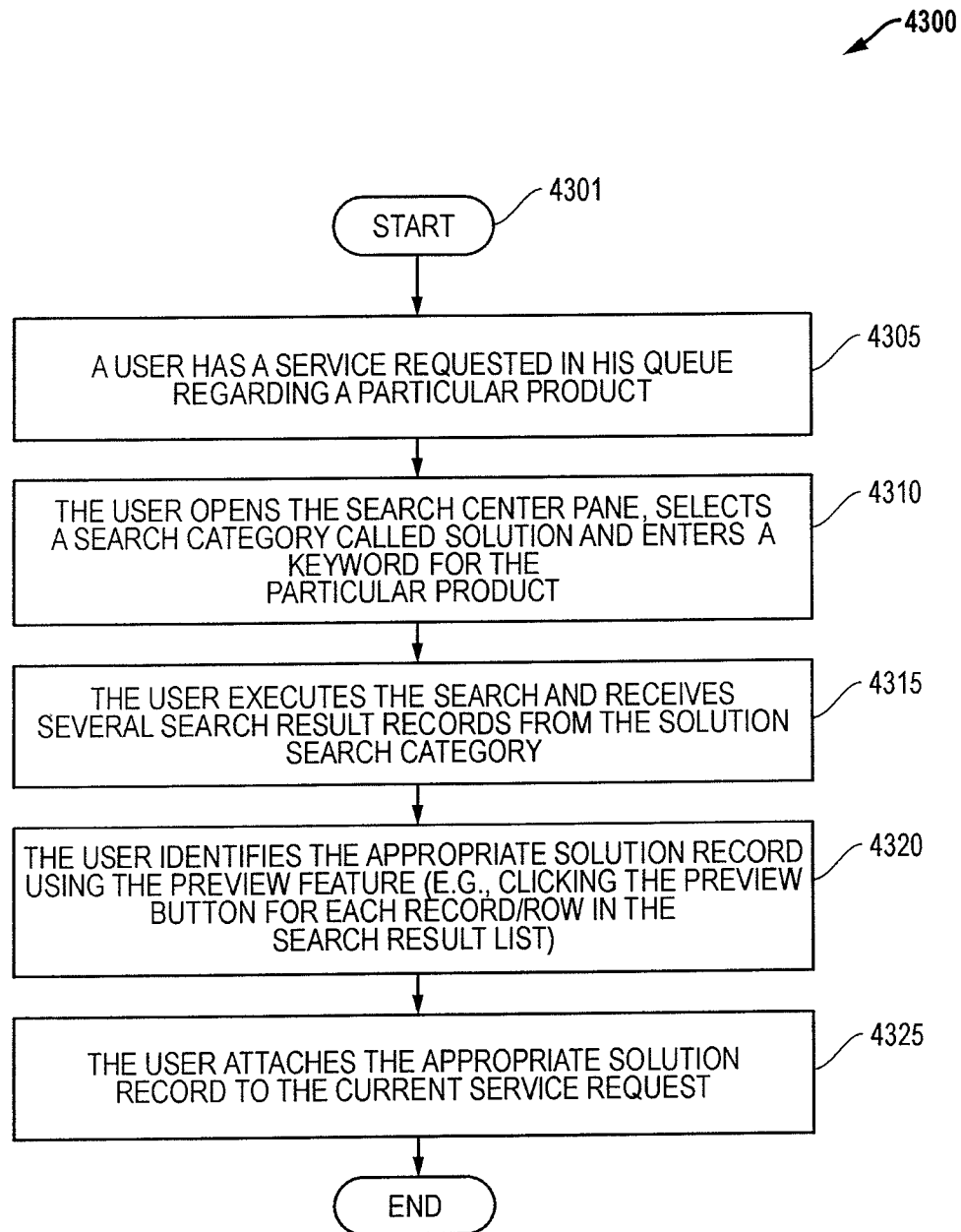


FIG. 43

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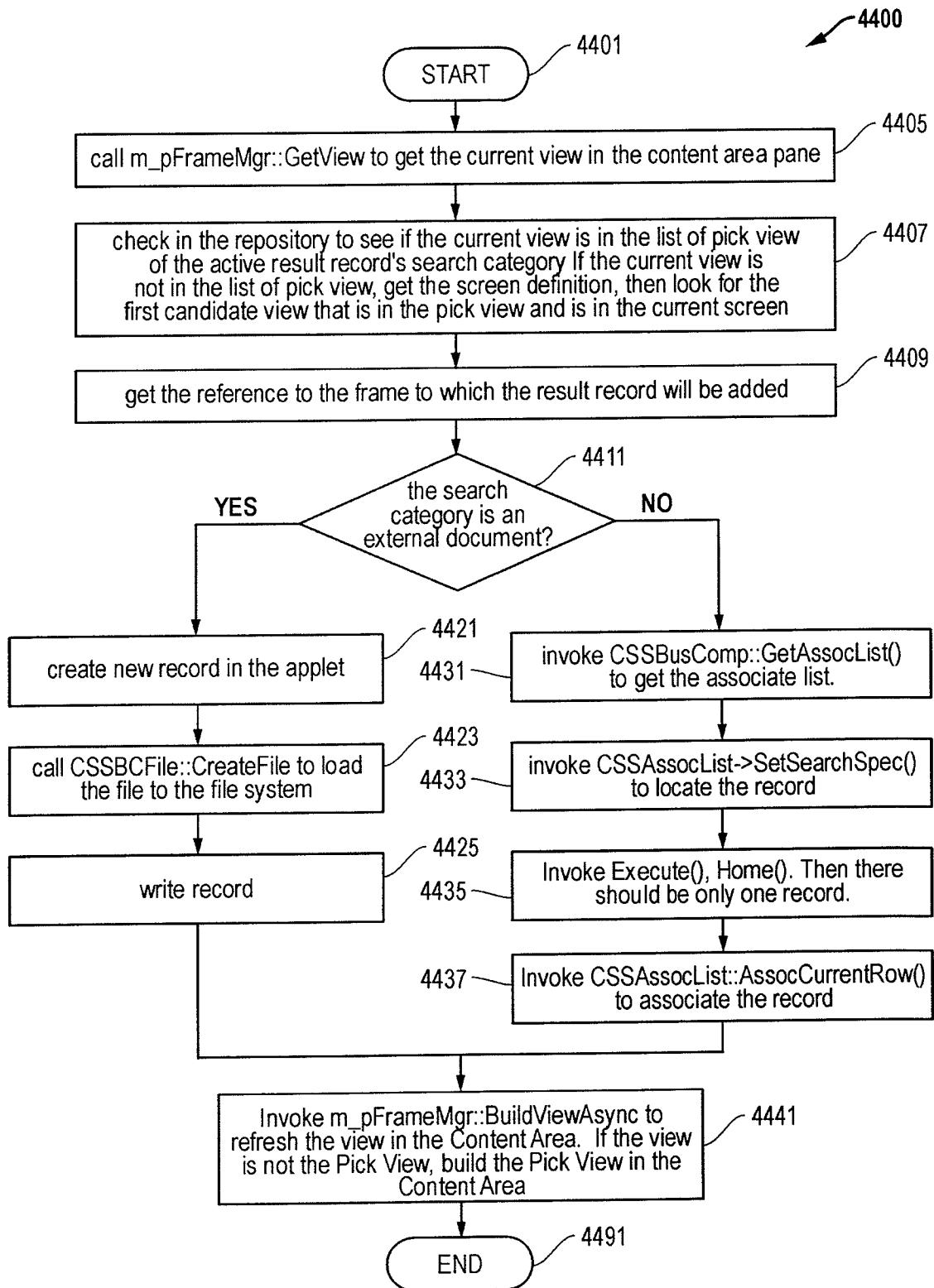


FIG. 44

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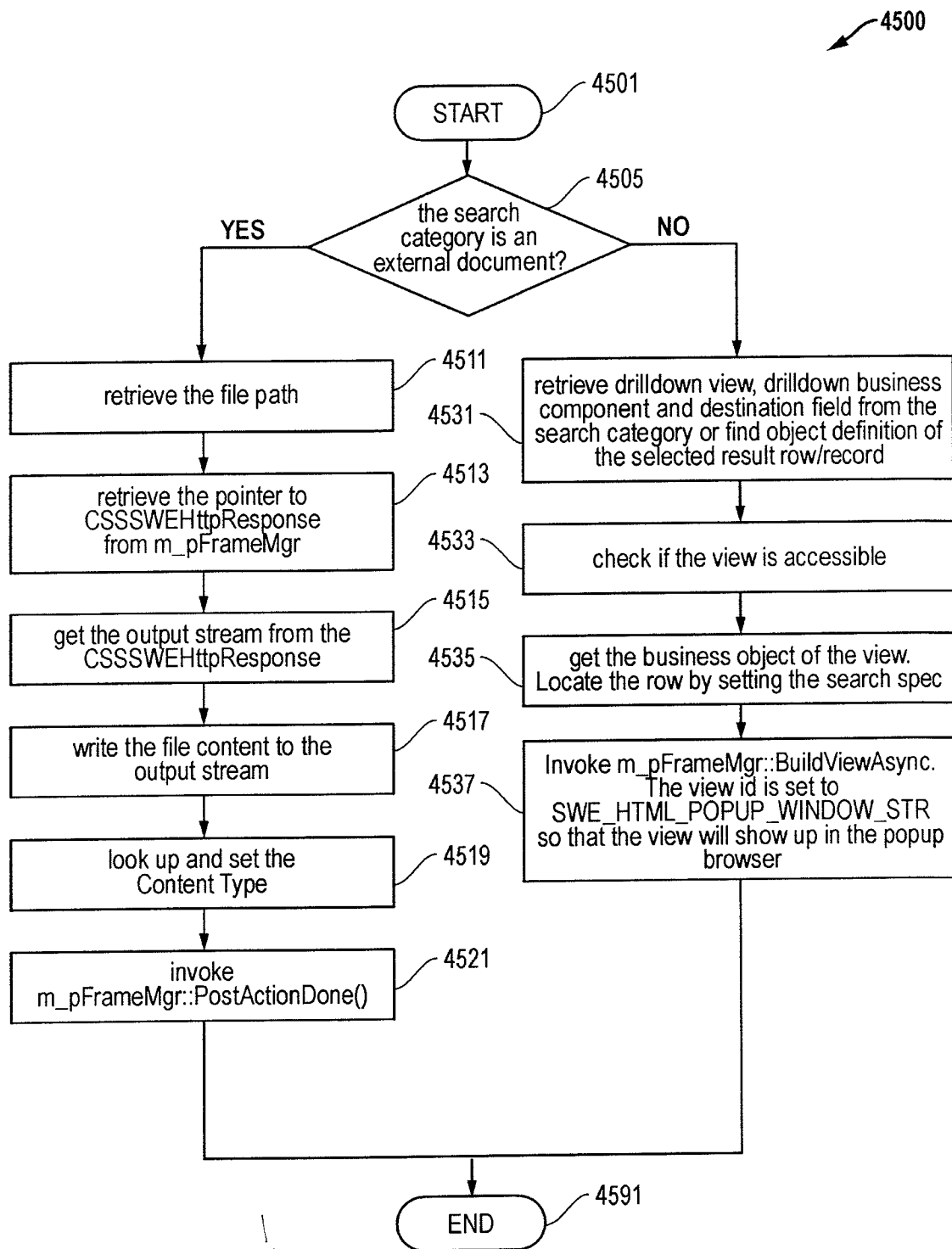


FIG. 45

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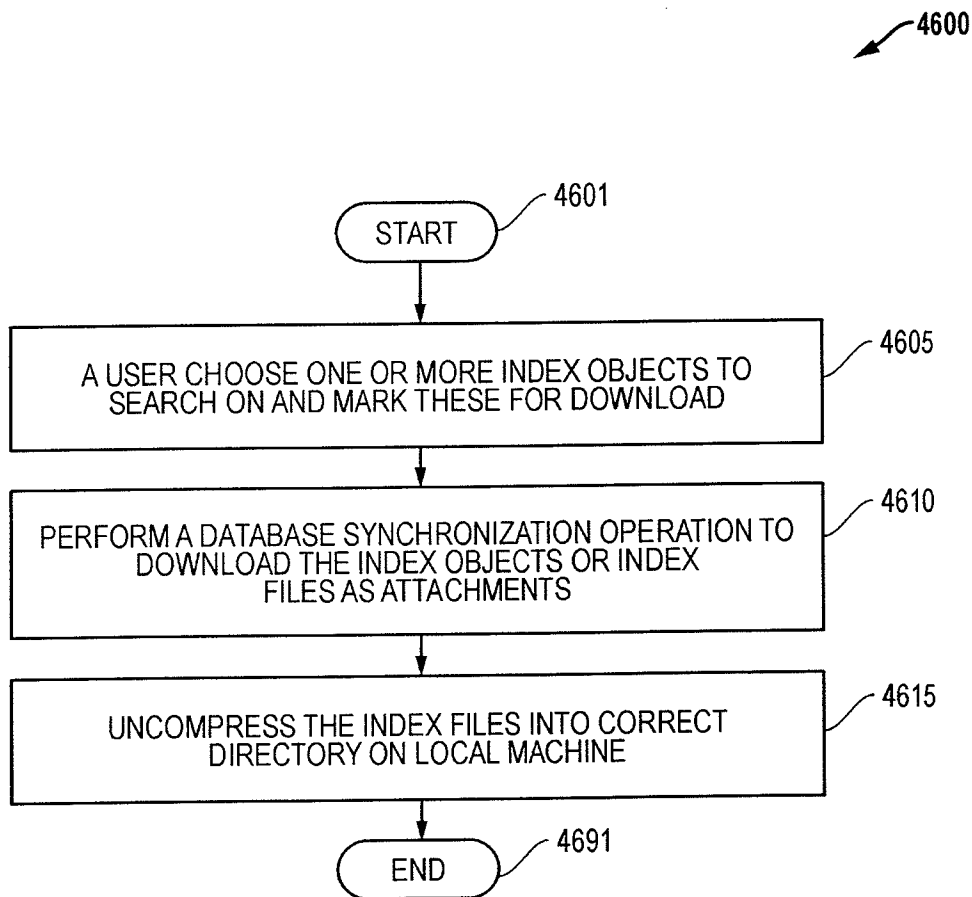


FIG. 46



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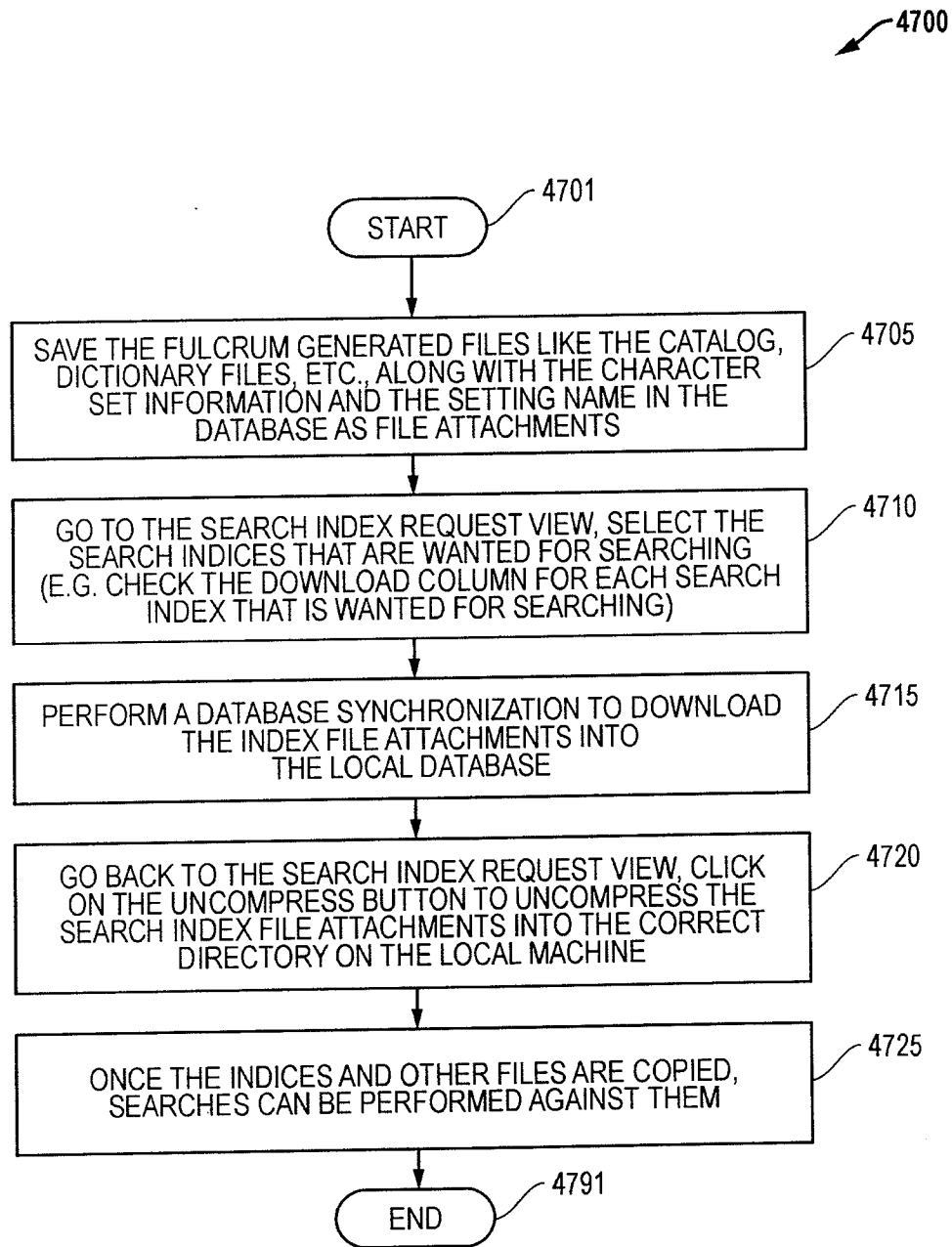


FIG. 47

4800

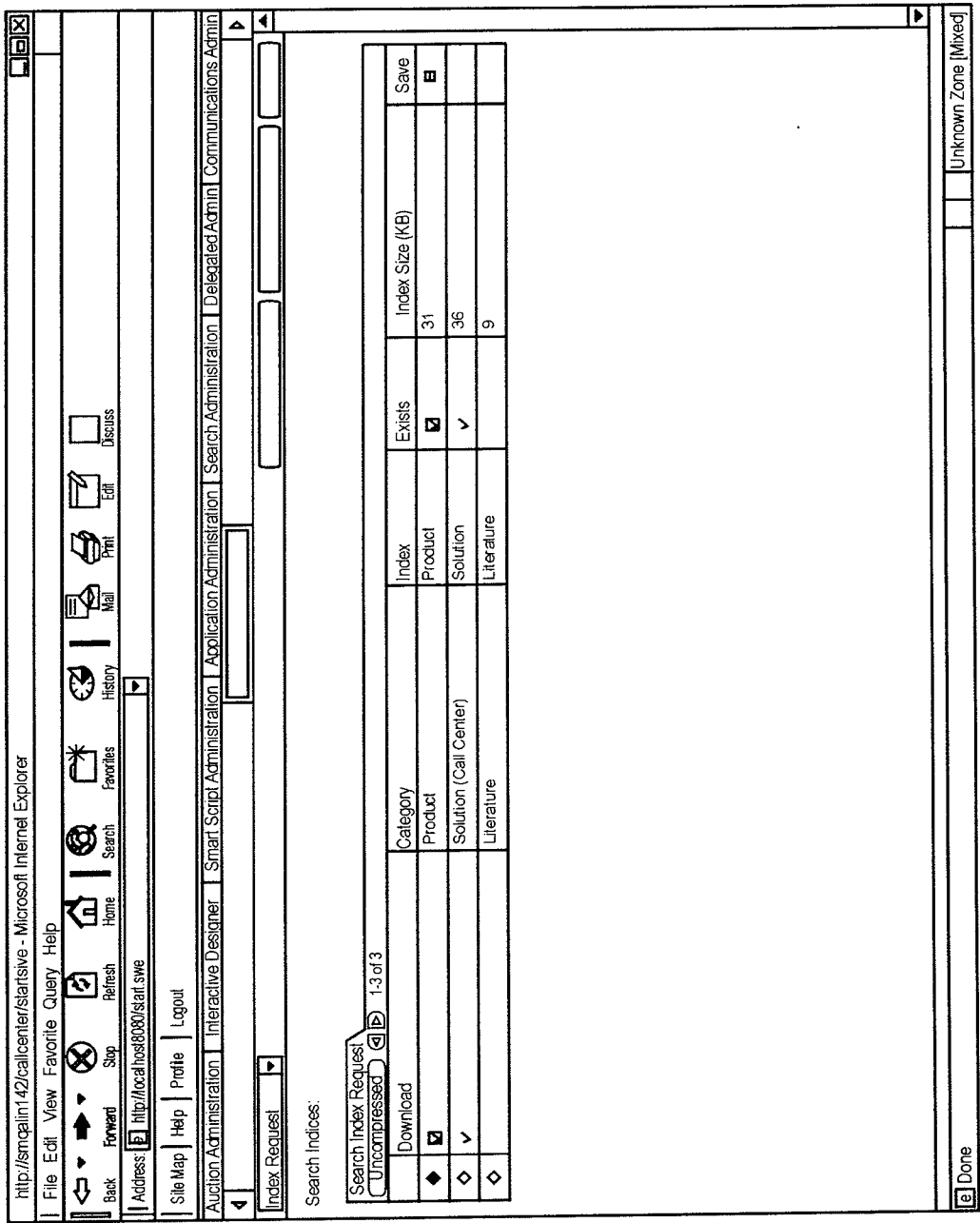


FIG. 48

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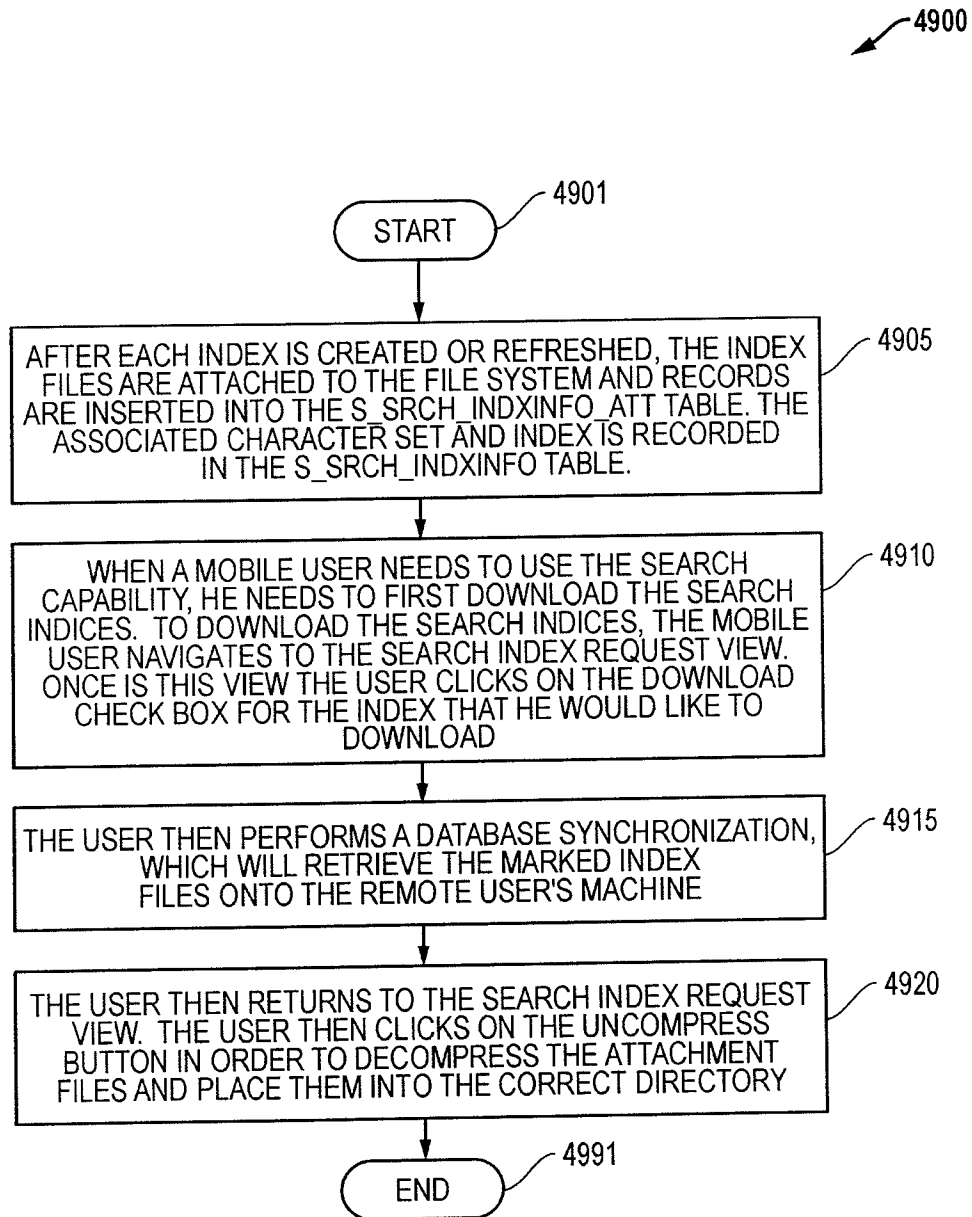


FIG. 49